



## Analysis of Factors Affecting Employee Performance

Susy Yulianty

Faculty of Economics, Universitas Ekasakti, Padang, Indonesia

susysylqu@gmail.com

### Abstract

The purpose of this study was to determine the effect of motivation, job satisfaction and work discipline on the performance of PT ISS Teluk Sirih cleaning service employees, either partially or simultaneously. Data collection methods consist of field research and library research. The data collection technique used in this research is to use a questionnaire, which is a data collection technique that is done by giving a set of questions to the employees of PT. ISS Teluk Sirih. The population in this study were all employees of the cleaning service PT. ISS Teluk Sirih as many as 47 people. The number of samples from the population above was drawn using the total sampling method. The results showed 1) work motivation had a significant effect on employee performance 2) job satisfaction had a significant effect on cleaning service employee performance 3) work discipline had a significant effect on cleaning service employee performance.

Keywords: motivation, job satisfaction, work discipline, employee performance

### 1. Introduction

Companies that are ready to compete must have effective management. To improve employee performance in effective management requires the support of competent and competent employees in their fields. On the other hand, the development of employees is included as the main asset of the company. The learning process must become a corporate culture so that the skills of employees can be maintained, even improved. In its operation, the company is run by human resources who work for the company.

Human resources in question are employees in an organization who work with the abilities they have in order to achieve the performance desired by the organization. A sense of security and comfort in the work atmosphere can encourage employees to be more dedicated in completing work and will help employees achieve the best performance. According to Mangkunegara (2015) that 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. Factors that affect the achievement of performance consist of many factors, including work motivation, job satisfaction and work discipline (Tjipto, 2016).

Work motivation is the work urge possessed by employees to carry out their duties as expected by

their superiors. With work motivation makes a job more perfect. If the organization can meet their needs, employees will be willing to work with all their abilities for the betterment of the organization. Without motivation, an employee will not feel enthusiastic about completing his work and also easily despair if he experiences failure. The leader or owner of the company must be sensitive to this condition because it gradually affects the entire performance of the organization so that goals are difficult to achieve.

Robbins (2015) defines motivation as a process that determines the intensity, direction and persistence of employees in an effort to achieve goals. From this understanding, it can be concluded that motivation contains three key elements, namely intensity, direction and duration. Intensity is related to how hard a person tries. This is the element that gets the most attention when it comes to motivation, but high intensity is unlikely to produce the desired performance if the effort is not channeled in a profitable direction and therefore it is necessary to consider both the quality of the effort and its intensity. Efforts that are directed to the target and consistent with the goals to be achieved are things that must be done. Ultimately, motivation has a lasting dimension.

Another factor that affects employee performance is job satisfaction. Job satisfaction is defined as a feeling of pleasure or positive emotion obtained from work experience relating to individuals,

not groups and concerning the past, not the future (Tjipto, 2016). A person's dissatisfaction will lead to a desire to leave the organization, but job opportunities will also affect the level of satisfaction or desire to leave. An individual's assessment of the current position and feeling dissatisfied with his job can trigger someone to look for another job.

Job satisfaction is a general attitude towards one's work, the difference between the amount of rewards an employee receives and the amount they believe they should receive (Stephen P. Robbins in Hasibuan, 2016). Another factor that affects employee performance is work discipline. Work discipline is one aspect of the work system that must be considered by an organization so that whether or not the organization or company is influenced by the work discipline of its employees. The work discipline of an employee is influenced by whether or not the disciplinary system is run by an organization. If employees have high work discipline, they are expected to be able to complete tasks quickly and precisely so that the resulting performance will be good (Tjipto, 2016).

Good work discipline reflects a person's sense of responsibility for the tasks assigned to him. This encourages work enthusiasm, morale and the realization of organizational, employee and community goals. Therefore, every manager always tries to make his subordinates have good discipline. A manager is said to be effective in his leadership, if his subordinates are well disciplined. Discipline can be interpreted when employees always come and go home on time, do all their work well, comply with all company regulations and applicable social norms (Hasibuan, 2015).

Discipline instilled in employees will greatly affect the sincerity of employees at work. Therefore, leaders need efforts to make their employees work in a disciplined manner and the leader must also be able to show the best way to help employees to act disciplined in completing their daily tasks/work (Tjipto, 2016).

Improving employee performance in an organization is needed so that the goals desired by the organization can be realized properly. The performance of an organization will increase if there is good cooperation and relationship between the leadership and employees. By improving employee performance it will improve company performance. For this reason, employees should be treated as work partners and not as mere workers. To get employee performance as expected, the organization or company has a gas to provide encouragement to employees, so that they work diligently so as to achieve organizational targets (Mangkunegara, 2015).

Employee performance is a level of success of an employee in carrying out the work assigned to him. The performance of one employee with another is not the same, because each individual has different characteristics and abilities. Good employee

performance will facilitate the company in achieving the goals that have been set. Mangkunegara (2015) suggests that the term performance comes from job performance or actual performance, namely the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Meanwhile, Hasibuan (2015) suggests that performance (work achievement) is a work achieved by a person in carrying out the tasks assigned to him based on skills, experience and sincerity and time. The purpose of this study was to determine the effect of motivation, satisfaction and work discipline on the performance of PT ISS Teluk Sirih cleaning service employees, either partially or simultaneously.

Based on theoretical studies, previous research and the relationship between variables, the hypotheses in this study are as follows:

- H<sub>1</sub>:** Motivation has a positive and significant effect on employee performance
- H<sub>2</sub>:** Job satisfaction has a positive and significant effect on employee performance
- H<sub>3</sub>:** Work discipline has a positive and significant effect on employee performance

## 2. Method

Data collection methods consist of 1) Field Research, namely research by conducting a direct review of the company's location with the aim of obtaining data and information through interviews, observations and questionnaires. 2) Library research, which is an effort to obtain data by the author through books as a theoretical basis for research.

The data collection technique used in this research is to use a questionnaire, namely the data collection technique is done by giving a set of questions to the employees of PT. ISS Teluk Sirih. The population in this study were all employees of the cleaning service PT. ISS Teluk Sirih as many as 47 people. The sample is part of the population that has the same characteristics as the population. The number of samples from the population above was drawn using the total sampling method. Descriptive analysis here is used to provide an overview of the research variables. Descriptive statistics used include; minimum, maximum, mean and standard deviation. Inductive data analysis used classical assumption test, which consisted of validity test, reliability test, normality test, heteroscedasticity test, multicollinearity test and multiple regression test. Hypothesis test consists of F test and t test.

## 3. Result and Discussion

### Result

The following are the results of the validity and reliability tests of each research variable used in this study:

**Table 1. Validity Test Results**

| No | Variables                              | Minimum | Maximum |
|----|--|---------|---------|
| 1  | Work Motivation (X <sub>1</sub> )      | 0.315   | 0.608   |
| 2  | Job Satisfaction (X <sub>2</sub> )     | 0.323   | 0.466   |
| 3  | Work Discipline (X <sub>3</sub> )      | 0.325   | 0.557   |
| 4  | Employee Performance (X <sub>4</sub> ) | 0.327   | 0.421   |

*Data processed by author*

Based on the results of the validity and reliability tests in table 1. Then all questionnaire items in each variable are valid. All items in the question used in this study have a value > 0.3061. The results of the reliability test for each variable are presented in table 2 below:

**Table 2. Reliability Test Result**

| No | Variables                              | Cronbach alpha |
|----|--|----------------|
| 1  | Work Motivation (X <sub>1</sub> )      | 0.838          |
| 2  | Job Satisfaction (X <sub>2</sub> )     | 0.876          |
| 3  | Work Discipline (X <sub>3</sub> )      | 0.765          |
| 4  | Employee Performance (X <sub>4</sub> ) | 0.736          |

*Data processed by author*

Based on reliability test results, all variables used in this study are classified as reliable. All variables used in this research have value > 0.700. The next test is the classical assumption test, which consists of normality test, multicollinearity test and heteroscedasticity test. The next test is the classical assumption test, which consists of normality test, multicollinearity test and heteroscedasticity test. The results of the normality test are presented in table 3 below:

**Table 3. Normality Test Result**

| One-Sample Kolmogorov-Smirnov Test |                |                         |
|------------------------------------|----------------|-------------------------|
|                                    |                | Unstandardized Residual |
| N                                  |                | 47                      |
| Normal Parameters <sup>a,b</sup>   | Mean           | .0000000                |
|                                    | Std. Deviation | 2.10853710              |
| Most Extreme Differences           | Absolute       | .095                    |
|                                    | Positive       | .089                    |
|                                    | Negative       | -.095                   |
| Test Statistic                     |                | .095                    |
| Asymp. Sig. (2-tailed)             |                | .200 <sup>c,d</sup>     |

*Data processed by author*

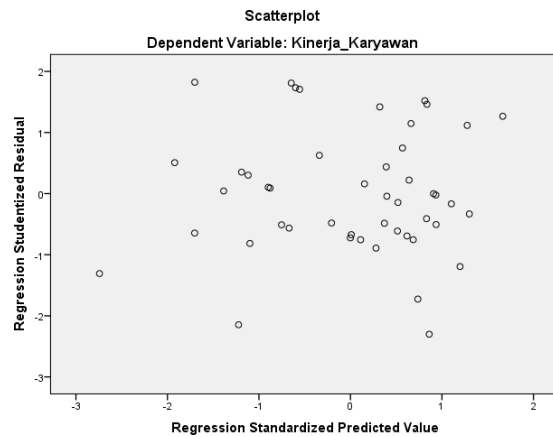
Based on the table above, it can be seen that the Asymp value. (2-tailed) on the unstandardized residual is 0.2 > 0.05. Thus it can be concluded that the variables used in this study, namely motivation, satisfaction, work discipline and employee performance have been normally distributed so that further data processing can be carried out. Furthermore, the results of the multicollinearity test are shown in table 4 below:

**Table 4. Multicollinearity Test Result**

| No | Variables                          | Tolerance | VIF   |
|----|------------------------------------|-----------|-------|
| 1  | Work Motivation (X <sub>1</sub> )  | 0.972     | 1.029 |
| 2  | Job Satisfaction (X <sub>2</sub> ) | 0.862     | 1.160 |
| 3  | Work Discipline (X <sub>3</sub> )  | 0.885     | 1.130 |

*Data processed by author*

Based on table 4 above, it can be seen that the independent used in this study has a tolerance value > 0.1 and a VIF value < 10 so it can be concluded that the independent variables used in the study, namely motivation and satisfaction, have been free from the problem of multicollinearity. Furthermore, the results of the multicollinearity test are presented in figure.1 below:



**Figure 1. Multicollinearity Test Result**

Based on the graph above, it can be seen that the points are spread randomly and do not form a certain clear pattern and are spread both above and below the number 0 on the Y axis, so it can be concluded that there is no heteroscedasticity problem in the regression model in this study.

Multiple linear regression analysis aims to examine the relationship of the independent variable to the dependent variable. To obtain a multiple linear regression model, it can be obtained by estimating its parameters using certain methods (Ghozali, 2013). The coefficient of determination test is one part of multiple regression analysis. The results of the coefficient of determination are listed in table 5 below:

**Table 5. Coefficient Determination Test**

| Model Summary <sup>b</sup> |                   |          |                   |                            |
|----------------------------|-------------------|----------|-------------------|----------------------------|
| Model                      | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1                          | .646 <sup>a</sup> | .418     | .377              | 2.181                      |

a. Predictors: (Constant), Disiplin\_Kerja, Motivasi, Kepuasan

b. Dependent Variable: Kinerja\_Karyawan

*Data processed by author*

From the table of hypothesis test results above, it can be seen that the value of the coefficient of determination (R<sup>2</sup>) of motivation, satisfaction and work discipline is 0.377 or 37.7%. This shows that the variables of motivation, satisfaction and work discipline can affect employee performance by 37.7%. While the remaining 62.3% is influenced by other factors. Furthermore, The results of multiple regression testing are in table 6 below:

**Table 6. Multiple Linear Regression Test Result**

| Coefficients <sup>a</sup> |              |                             |            |                           |      |
|---------------------------|--------------|-----------------------------|------------|---------------------------|------|
| Model                     |              | Unstandardized Coefficients |            | Standardized Coefficients | Sig. |
|                           |              | B                           | Std. Error | Beta                      |      |
| 1                         | (Constant)   | .718                        | 5.929      |                           | .904 |
|                           | Motivation   | .174                        | .062       | .334                      | .007 |
|                           | Satisfaction | .131                        | .052       | .317                      | .015 |
|                           | Discipline   | .259                        | .104       | .308                      | .017 |

a. Dependent Variable: Employee\_Performance

*Data processed by author*

Based on the table 5 above, it can be seen that in the results of the motivational t-test ( $X_1$ ), the t-statistic value was 2.827 while the t-table value was 2.01537, which means the t-statistic value > t table ( $2.827 > 2.01537$ ). While the significance value is 0.007, the value is  $0.007 < 0.05$ , which means that the independent variable partially has a significant effect on the dependent variable. So, based on the t-statistic and significance, it can be concluded that the better the determination of motivation, the higher the employee's performance. Thus **H<sub>1</sub> is accepted**.

In the results of the t-test for satisfaction ( $X_2$ ), the t-statistic value is 2.530 while the t-table value is 2.01537, which means the t-statistic value > t-table ( $2.530 > 2.01537$ ). While the significance value is 0.015, the value is  $0.015 < 0.05$ , which means that the independent variable partially has a significant effect on the dependent variable. Thus **H<sub>2</sub> is accepted**.

In the results of the t-test for work discipline ( $X_3$ ), the t-count value was 2.490 while the t-table value was 2.01537, which means the t-statistical value > t-table ( $2.490 > 2.01537$ ). While the significance value is 0.017, the value is  $0.017 < 0.05$ , which means that the independent variable partially has a significant effect on the dependent variable. So, based on the t table and significant t values, it can be concluded that the higher the work discipline, the higher the employee performance. Thus **H<sub>3</sub> is accepted**.

To test the feasibility of the research framework, the F test was carried out, the results of which are presented in table 7 below:

**Table 6. F test Result**ANOVA<sup>a</sup>

| Model |            | Sum of Squares | Df | Mean Square | F      | Sig.              |
|-------|------------|----------------|----|-------------|--------|-------------------|
| 1     | Regression | 146.594        | 3  | 48.865      | 10.274 | .000 <sup>b</sup> |
|       | Residual   | 204.513        | 43 | 4.756       |        |                   |
|       | Total      | 351.106        | 46 |             |        |                   |

a. Dependent Variable: Kinerja\_Karyawan

b. Predictors: (Constant), Disiplin\_Kerja, Motivasi, Kepuasan

*Data processed by author*

Based on the table 6 above, it can be seen that the F value of the motivation variable, employee satisfaction and work discipline on employee performance is 10.274, while the F table value is 2.80 which means the statistical F value > F table ( $10.274 >$

2.80), while the significance value is 0.000, where the significance value is  $0.000 < \alpha = 0.05$ . Thus, it can be concluded that motivation, satisfaction and work discipline simultaneously have a significant positive effect on employee performance.

## Discussion

Work motivation is the work urge possessed by employees to carry out their duties as expected by their superiors. With the motivation to work makes a job more perfect. If the organization can meet their needs, employees will be willing to work with all their abilities for the betterment of the organization. Without motivation, an employee will not feel enthusiastic about completing his work and also easily despair if he experiences failure. The leader or owner of the company must be sensitive to this condition because it gradually affects the entire performance of the organization so that goals are difficult to achieve.

If the employee has a strong drive from within himself or from outside himself (eg from the company), then the employee will be motivated to do something well. In the end, encouragement or stimulation both from within and from outside a person will produce good performance, and vice versa. The results of this study support previous research from Devi Adniaty (2014) showing that motivation has a significant effect on employee performance. Kiki's research (2015) also states that there is a significant influence between employee motivation and performance. Research by Achmad Fadhil and Yuniadi Mayowan (2018) which found work motivation had a positive and partially significant effect on employee performance. Aziz's research (2016) also found that work motivation has an effect on the performance of community health center employees.

Job satisfaction is defined as a feeling of pleasure or positive emotion obtained from work experience relating to individuals, not groups and concerning the past, not the future (Tjipto, 2016). A person's dissatisfaction will lead to a desire to leave the organization, but job opportunities will also affect the level of satisfaction or desire to leave. Individual assessment of the current position and feeling dissatisfied can trigger someone to look for another job Zagladi et al (2015); Al Mamun & Hasan (2017); Lee et al (2018).

Job satisfaction will shape employee performance at work, so that by forming a good work culture by providing a sense of comfort in the environment and having a good quality of work life to be able to carry out their duties appropriately in accordance with the goals set by the organization. Someone who has high job satisfaction will respond with a positive attitude towards his job, while someone who has low job satisfaction with his job will respond with a negative attitude towards his job.

The results of this study support previous research from Siagian's (2015) research which found that training satisfaction and compensation satisfaction had a significant effect on employee performance. Mayowan's research (2018) which finds job satisfaction has a positive and significant effect on employee performance. Purbo, et al (2019) showed that satisfaction had a significant effect on employee performance. Susanto's research (2019) which states that job satisfaction has a significant effect on employee performance.

Work Discipline has a positive influence on Employee Performance. This means that the better the work discipline you have employees in doing work, it will further improve employee performance (Vanessa et al, 2019); (Octaviannand et al, 2017); (Pang & Lu, 2018) . Discipline will make employees able to value time so that effectiveness and tasks will be achieved. The results of this study are in line with research conducted by Alhusaini, et al (2020); Gabriella (2019); which states that there are many factors that can affect employee performance. These factors need to be controlled because they can improve employee performance in a company.

#### 4. Conclusion

According to the analysis and discussion of the hypothesis testing. Work motivation, employee satisfaction and work discipline have a positive and significant influence on employee performance either partially or simultaneously. According to the analysis and discussion of the hypothesis testing. Work motivation, employee satisfaction and work discipline have a positive and significant influence on employee performance either partially or simultaneously. Further testing is needed for the variables used in this study. In terms of sample and population expansion, a larger population size is required than in this study.

#### References

- Alhusaini, A., Kristiawan, M., & Eddy, S. (2020). Pengaruh Motivasi Kerja dan Disiplin Kerja terhadap Kinerja Guru. *Jurnal Pendidikan Tambusai*, 4(3), 2166-2172.
- Al Mamun, C. A., & Hasan, M. N. (2017). Factors affecting employee turnover and sound retention strategies in business organization: A conceptual view. *Problems and Perspectives in Management*, (15, Iss. 1), 63-71.
- Arikunto, S. (2015). *Prosedur Penelitian: Suatu Pendekatan Praktek*. Jakarta: Rineka Cipta
- Burack, E.H. dan Mathys N. J. (2013). Introduction to management: A Career. Perspective. New York: John Willey & Sons.
- Dessler, Garry. (2015). *Manajemen Sumber Daya Manusia*. Edisi Kesepuluh Jilid 1. Jakarta
- Gabriella, P., & Tannady, H. (2019, August). Pengaruh motivasi dan disiplin kerja terhadap kinerja guru di SMAN 8 Bekasi. In *Seminar Nasional Sains dan Teknologi Informasi (SENSASI)* (Vol. 2, No. 1).
- Ghozali, Imam. (2015). *Aplikasi Analisis Multivariate Dengan Program IBM*. Semarang: Universitas Diponegoro.
- George dan Jones. (2015). *Understanding and Managing Organizational*. Behavior 4th Edition, Pearson Prentice Hall.
- Hardiansyah et al. (2018) Kepuasan Kerja Sebagai Faktor Terbentuknya Sikap Kerja Pegawai Negeri Sipil Kantor Kecamatan Klampis, Bangkalan. *Kompetensi*, Vol 12. No 2.
- Hasibuan, Malayu S. P. (2016). *Manajemen Sumber Daya Manusia*, Edisi Revisi. Jakarta: Bumi Aksara.
- Lee, T. W., Hom, P., Eberly, M., & Li, J. (2018). Managing employee retention and turnover with 21st century ideas. *Organizational dynamics*, 47(2), 88-98.
- Manguluang, A.G. (2015). *Statistik Lanjutan*, Ekasakti Press, Padang
- Mangkunegara. A. P. (2015). *Sumber Daya Manusia Perusahaan*. Bandung: Remaja Rosdakarya
- Octaviannand, R., Pandjaitan, N. K., & Kuswanto, S. (2017). Effect of Job Satisfaction and Motivation towards Employee's Performance in XYZ Shipping Company. *Journal of education and practice*, 8(8), 72-79.
- Pang, K., & Lu, C. S. (2018). Organizational Motivation, Employee Job Satisfaction And Organizational Performance: An Empirical Study Of Container Shipping Companies In Taiwan. *Maritime Business Review*.
- Rivai, Veithzal. (2015). *Manajemen Sumber Daya Manusia untuk Perusahaan. Dari Teori ke Praktik*. Jakarta: Raja Grafindo Persada.
- Robbins, Stephen P. (2015). *Perilaku Organisasi*. Jakarta: Index
- Sanjaya, S. (2018). The Effect Of Total Quality Management (Tqm) Practices On Employees Job Satisfaction And Organizational Performance. *UNES Journal Of Social and Economics research*, 3(2), 137-146.
- Susanto, A.B. & Hilmawan W. (2014). *Power Branding :Membangun Merek. Unggul dan Organisasi Pendukungnya*. Jakarta : PT Mizan
- Sastrohadiwiryono, B. S. (2015). *Manajemen Tenaga Kerja Indonesia*. Jakarta: PT. BumiAksara
- Simamora, H. (2014). *Manajemen Sumber Daya Manusia*. Yogyakarta: STIE YPKN.
- Setiawan, K. S. (2015). Pengaruh Motivasi Kerja terhadap Kinerja Karyawan di Divisi Operasi PT. Pusri Palembang. *Skrripsi*

- Sondang P. Siagian. (2016). *Manajemen Sumber Daya Manusia*. Jakarta: Bumi Aksara
- Vanesa, Y. Y., Matondang, R., Sadalia, I., & Daulay, M. T. (2019). The Influence Of Organizational Culture, Work Environment And Work Motivation On Employee Discipline In PT Jasa Marga (Persero) TBK, Medan Branch, North Sumatra, Indonesia. *American International Journal of Business Management (AIJBM)*, 37-45.
- Zagladi, A. N., Hadiwidjojo, D., & Rahayu, M. (2015). The Role Of Job Satisfaction and Power Distance in Determining The Influence of Organizational Justice Toward The Turnover Intention. *Procedia Social and Behavioral Sciences*, 211, 42-48.