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Influence of Work Motivation, Job Satisfaction and Work Discipline on Employee Performance at PT. Truba Jaga Cita

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Abstract

This study aims to determine the influence of work motivation, job satisfaction and work discipline on employee performance at PT. Truba Jaga Cita. The study's population was 195 employees and a sample of 131 people was determined using the slovin formula. The data used is primary data using the results of the disseminated questionnaire. The analytical techniques used in this study are multiple linear regression analysis, hypothesis test, and determination test The results of multiple linear regression analysis and hypothesis test through F test say that there is an influence of work motivation, job satisfaction and work discipline on employee performance at PT. Truba Jaga Cita. Hypothetical test results through t test say that first, there is a significant influence of work motivation on employee performance at PT. Truba Jaga Cita. Second, there is a significant influence of job satisfaction on employee performance at PT. Truba Jaga Cita. Third, there is a significant influence of work discipline on employee performance at PT. Truba Jaga Cita.

Keywords: Job Motivation, Job Satisfaction, Work Discipline, Employee Performance.
JEL Classification : M10, M20
Type of paper: Research Paper

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I. Introduction

In the industrial era 4.0 it is very important to prepare human resources that are able to compete with other companies. Human resources that are able to compete are human resources that are able to increase the productivity of the company to the maximum and provide maximum profit for the company. The importance of paying attention to human resources is because human resources are driving activities in a company so that the achievement of the company's goals is also based on the capabilities of human resources in it. This capability is closely related to the resulting performance. Performance is key for every individual and organization in achieving predetermined productivity. Performance is the result of work in quality and quantity achieved by an employee in carrying out his functions in accordance with the responsibilities given to them.

Creating good employee performance as expected by the company in an effort to achieve the company's goals there are many factors that affect it, some of which are work motivation, job satisfaction and work discipline. Person's motivation to do their job is an inseparable part of achieving goals. Motivation is a factor that encourages a person to do a certain activity, so motivation is often interpreted as a driving factor in person's behavior. Every activity performed by a person must have a factor that drives the activity Therefore, the driving factor of a person to perform a certain activity in general is the needs and desires of that person. According to Gitosudardomo in Edy Sutrisno, (2009:109) Work motivation is a process that shows individual intensity, direction, and perseverance as an effort to achieve organizational goals.

Job satisfaction is a common attitude towards a person's work, which shows the difference between the number of awards workers receive and the amount they believe they should receive according to Robbins in Wibowo (2017:415). High job satisfaction will encourage the realization of organizational objectives effectively. While low levels of job satisfaction are threats that will bring destruction or setbacks to the organization, appropriately or slowly (according to Roe and Byars in Donni Juni Priansa, 2018:291).

Work discipline in a job is the will and willingness of employees to comply with and comply with all applicable rules and regulations, both written and unwritten. By having high work discipline, the tasks and work given by the company will be completed quickly and well. Discipline also reflects the magnitude of a person's sense of responsibility for the tasks given to him or her. Work discipline will be good if the employees can maintain and foster good discipline in carrying out tasks related to the results of work. Discipline is also very related to the work of employees, because performance becomes an important tool in seeing the company's goals.

This research was conducted at PT. Truba Jaga Cita. The company is one of the companies in the group PT. Truba Jaga Engineering. PT. Truba Jaga Engineering is a leading national construction company in Indonesia. The company's business engaged in Operations &Maintenance covers several categories, such as industrial plants, cement plants, mining plants, power plants and petrochemical plants.

Problems that exist in PT. Truba Jaga Cita when this research is carried out is the problem of performance factors, namely work motivation, job satisfaction and work discipline. Performance indicators that are a problem for employees in PT. Truba Jaga Cita was about means, standards, tools or means, motives and opportunities. Indicators of work motivation that are a problem for employees in PT. Truba Jaga Cita was about retribution, work performance, and recognition from superiors. and indicators of employee satisfaction that are a problem in PT. Truba Jaga Cita was about ability, honesty, leadership, salary level and work environment. Meanwhile, indicators of work discipline that become employee problems in PT. Truba Jaga Cita was about objectives and capabilities, punitive sanctions, and assertiveness.

In addition to the problems that occur in the company, the background in taking this title is the existence of research that has been conducted by previous researchers related to performance that is influenced by factors of work motivation, job satisfaction and work discipline. Some of these studies are research conducted by Kelimeda, et al (2018) entitled the influence of motivation, job satisfaction and work discipline towards employee performance at PT. Buma Perindahindo in Situs Tangguh Lng, Teluk Bintuni, West Papua, Indonesia. Research by Natalia Susanto (2019) entitled the influence of work motivation, job satisfaction, and work discipline on employee performance in the sales division at PT Rembaka, Surabaya. Research by Yuliandi Rusdin Tahir's research (2019) entitled work discipline, competence, empowerment, job satisfaction, and employee performance. Research by Didin (2020) entitled the influence of motivation, job satisfaction, and work discipline on employee performance at the Regional Secretariat of Maros Regency. Research by Budirianti , et al (2020) The Influence of Work Discipline, Motivation, Job Satisfaction and the Work Environment on the Performance of Contract Employees. Research by Munawaroh, et al (2020) effect of motivation and job satisfaction on employee performance through working discipline at pt. bamboo tirta engineering.

Looking at some of the previous research and adapted to the existing problems in the company, this study is drawn the formulation of the problem is the first, is there any influence of work motivation, job satisfaction and work discipline on employee performance at PT. Truba Jaga Cita. Second, is there any influence of work motivation on employee performance at PT. Truba Jaga Cita. Third, is there any effect on employee performance on employee performance at PT. Truba Jaga Cita. And fourth is the influence of work discipline on employee performance at PT. Truba Jaga Cita.

From the formulation of the problem, the purpose of the research are To know the influence of work motivation, job satisfaction and work discipline on employee performance at PT. Truba Jaga Cita; the effect of work motivation on employee performance; the effect of job satisfaction on employee performance And the effect of work discipline on employee performance at PT. Truba Jaga Cita.

II. Literature Review

2.1. Employee Performance

According to Armstrong and Baron in Wibowo (2017:7) Performance is the result of work that has a strong relationship with strategic objectives, consumer satisfaction, and contributing to the economy. Thus performance is about the activities of doing the work and the results achieved from the work.

According to Hersey, Blanchard and Johnson in (Wibowo, 2017:86) indicators that affect performance are goals, standards, feedback, tools and means, competencies, motives, and opportunities.

2.2. Work Motivation

According to Kreitner and Kinicki in Donni Juni Priansa (2018:201) states that work motivation is a psychological process displayed through behavior. As for Wood. Et. al. in Donni Juni Priansa (2018:201) states that the motivation of work describes the strength of the individual explaining how the level, direction, and efforts are made. It can be concluded that the motivation of work is a process that shows individual intesitas, direction, and perseverance as an effort to achieve organizational goals.

Dimensions and indicators of work Pandi afandi (2018: 29), divided into two dimensions, the first is dimension of tranquility with indicators are retribution, working conditions and work facilities. Second is the dimension of encouragement with its indicators are work party, recognition from the boss, and the work itself.

2.3. Job Satisfaction

According to Edy Sutrisno (2009:74) stated that job satisfaction is an employee's attitude towards work related to the work situation, cooperation between employees, rewards received in work, and matters related to physical and psychological factors. According to Handoko in Edy Sutrisno (2009:75) suggests job satisfaction is a pleasant or unpleasant emotional state for employees to view their work. Job satisfaction reflects employees' positive work and everything they face in their work environment.

The indicators of job satisfaction according to Hasibuan (2014:202) includes are loyalty, ability, honesty, creativity, leadership, salary level, indirect job satisfaction, work environment.

2.4. Work Discipline

According to Edy Sutrisno (2009:88) work discipline can be seen as something of great benefit, both for the benefit of the organization and for employees. For the organization of work discipline will ensure the maintenance of discipline and smooth implementation of tasks, so that optimal results are obtained. As for employees will be obtained a pleasant work atmosphere so that it will add the spirit of work in carrying

out its work. Thus, employees can carry out their duties with full awareness and can develop their energy and mind as much as possible in order to realize the goals of the organization.

According to Hasibuan (2011:194) indicators of work discipline are as follows objectives and capabilities, exemplary leadership, retribution, justice, inherent supervision, punitive sanctions, assertiveness, humanitarian relations.

2.5. Conceptual Framework and Hypothesis

From the background of the problem, previous research and theories related to research can be described the frame of thought of this research in below Picture:

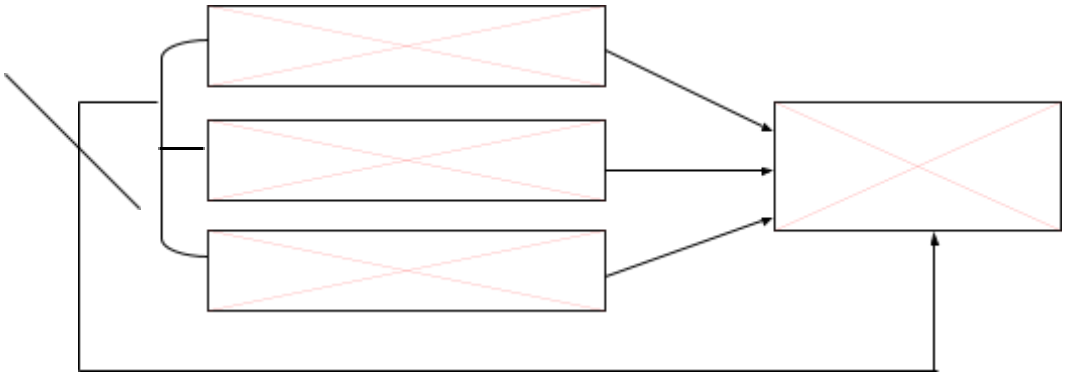


Figure 1. Conceptual Framework

From this picture can also describe the research hypothesis as follows:

1. There is an influence of work motivation, work discipline and job satisfaction on employee performance at PT. Truba Jaga Cita.
2. There is an influence of work motivation on employee performance at PT. Truba Jaga Cita.
3. There is an effect of job satisfaction on employee performance at PT. Truba Jaga Cita.
4. There is an influence of work discipline on employee performance at the PT. Truba Jaga Cita.

III. Methodology

This study used a type of Associative research that aims to find out the relationship between two variables. Independent variables in this studied were work motivation variable as X_1, job satisfaction variable as X_2 and work discipline variable as X_3 while the dependent variable in this studied was employee performance as Y variable. The

method of data analysis used by the authors in this study is qualitative data analysis that is anticipated.

The population in this studied ware all employees involved in the production process at PT. Truba Jaga Cita located in Muara Enim, South Sumatra. The population was 195 employees. The sample in this research of 131 employees was determined by Slovin technique using e = 5%.

Research analysis conducted is multiple regression analysis, hypothesis test with F test and t test, and determination test. Before conducting research analysis, instrument tests are conducted on questionnaire indicators used, namely validity tests and reliability tests.

IV. Results and Discussion

4.1. Instrument Test

Based on the overall validity test the indicators used on each question in the study are said to be valid, since the rtabel < rhitung of 0.3060. With a valid statement on all indicators of this question, the item or statement in the questionnaire can be continued to be used as a tool in the research. Based on reliability tests, it explains that the overall indicators used on each question item in this study are said to be reliable, since the value of cronbach's alpha of all variables studied is greater than 0.60 thus the statement on the variables in the questionnaire can be continued in the study.

4.2. Multiple Linear Regression Analysis

Multiple linear regression analysis is used to determine the effect of work motivation, job satisfaction and work discipline on employee performance at PT. Truba Jaga Cita.

Table 1. Multiple Linear Regression Analysis

Model		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
1	(Constant)	1.886	.283	
	X1	.187	.045	.328
	X2	.158	.056	.235
	X3	.121	.057	.178

Source: Results SPSS V.25, 2020

Multiple linear regression analysis equations show the following equations:

$$\mathbf{Y = 1.886 + 0.187\ X_1 + 0.158\ X_2 + 0.121 X_3}$$

A constant value of 1.886 (positive), indicated that the motivation of work and job satisfaction, work discipline, non-existent, then the performance of employees remains

positive, this illustrates that employee performance still has potential capabilities even without being influenced by other variables.

The coefficient of work motivation variable of 0.187 (positive), indicated that the work motivation variable positively affects employee performance. This means that if there is an increase in the coefficient of work motivation then the employee's performance will increase, and vice versa if the coefficient of work motivation decreases then the employee's performance will be low.

The coefficient of job satisfaction variable of 0.158 (positive), indicated that the job satisfaction variable positively affects employee performance. This means that if there is an increase in the coefficient of job satisfaction then the employee's performance will increase, and vice versa if the coefficient of job satisfaction decreases then the employee's performance will be low.

The coefficient value of the work discipline variable of 0.121 (positive), indicated that the work discipline variable positively affects employee performance. This means that if there is an increase in the coefficient of work discipline then the employee performance will increase, and vice versa if the coefficient of work discipline decreases then the performance of employees will be low.

The results of the linear regression analysis above, showed that work motivation variable were more influential than other variables to affect employee performance, so it can be concluded that work motivation is the main factor of the three factors studied that affect employee performance, while work discipline and job satisfaction are supporting factors that affect employee performance.

4.3. Hypothesis Test

The F test (simultaneous) is conducted to determine the influence of variables studied together or simultaneously. This test was also used to answer the first problem formulation made in the previous discussion, namely knowing the influence of work motivation, work discipline, and job satisfaction on employee performance at PT. Truba Jaga Cita.

Table 2. F Test (Simultaneous)

ANOVA[a]

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1.733	3	.578	12.313	.000[b]
	Residual	5.959	127	.047		
	Total	7.692	130			

Source: Results SPSS V.25, 2020

Specifies F_{table} with 95% confidence level and error rate (α) 5% = 0.05 with freedom level (df) v1 = k-1 = 4-1 = 3, and v2 n-k = 131-4 = 127, So the value of F_{table} is 2.66.

Based on the table above, it can be seen that from the F_{count} of 12,313 > F_{table} of 2.66 with a sig level of F 0.000 < 0.05 (significant), then H_0 is rejected and H_a is accepted, meaning there is an influence of work motivation, work discipline, and job satisfaction on employee performance at PT. Truba Jaga Cita.

The t test (partial) was conducted to determine the influence of individually studied variables. This test was also used to answer the formulation of the second, third and fourth problems made in the previous discussion, namely whether there is an influence of work motivation on employee performance, whether there is an influence of job satisfaction on employee performance and whether there is an influence of work discipline on employee performance at PT. Truba Jaga Cita.

Table 3. T test (partial) Coefficients

		Unstandardized Coefficients		Standardized Coefficients		
	Model	B	Std. Error	Beta	t	Sig.
1	(Constant)	1.886	.283		6.659	.000
	X1	.187	.045	.328	4.196	.000
	X2	.158	.056	.235	2.827	.005
	X3	.121	.057	.178	2.137	.034

Source: Results SPSS V.25, 2020

Specifies t_{table} with a confidence level of 95% and an error level (α) of 5% = 0.05 with a freedom level (df) v1 = k-1 = 4-1 = 3, and v2 n-k = 131-4 = 127. So the value of t_{table} = 1.978. The calculated t_{count} of 4.196 > t_{table} of 1.978 with a sig.t level of 0.000 < 0.05 (significant), then H_0 was rejected and H_a accepted. This means that there is a significant influence of work motivation on employee performance at PT. Truba Jaga Cita. The calculated t_{count} of 2.827 > t_{table} of 1.978 with a sig.t level of 0.005 < 0.05 (significant), then H_0 was rejected and H_a accepted. This means that there is a significant influence of job satisfaction on employee performance at PT. Truba Jaga Cita. The calculated t_{count} of 2,137 > t_{table} of 1,978 with a sig.t level of 0.034 < 0.05 (significant), then H_0 was rejected and H_a accepted. This means that there is a significant influence of work discipline on employee performance at PT. Truba Jaga Cita.

4.4. Determination Coefficient Test

This coefficient of determination is used to determine how much free variable contribution is work motivation, work discipline, and job satisfaction to employee performance at PT. Truba Jaga Cita.

Table 4. Coefficient of Determination Test

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.475[a]	.225	.207	.21661

Source: Results SPSS V.25, 2020

Adjusted R Square = 0.207 X 100% = 20.7%

Based on the calculation result in Table 4.3, adjusted R Square (coefficient of determination) was obtained by 0.207, meaning variable work motivation, job satisfaction and work discipline to employee performance at PT. Truba Jaga Cita. With a magnitude of 20.7%, while the remaining 79.3% is explained by other variables not included in this study.

4.4. Discussion

4.4.1. Effect of Work Motivation, Work Discipline, And Job Satisfaction on Employee Performance

Simultaneous hypothetical test results at a 95% confidence level showed that H_0 was rejected and H_a accepted. This means that there is an influence of work motivation, job satisfaction and work discipline on employee performance at PT. Truba Jaga Cita, Meaning that between work motivation, job satisfaction and employee work discipline are interconnected and can be side by side in contributing to affect employee performance. This is also evidenced by a coefficient of determination test that showed contributions from variables of work motivation, work discipline, and job satisfaction of 20.7% of its contribution to employee performance. The results of this study prove the conformity between performance theory and in line with previous research that states that work motivation, job satisfaction and work discipline affect employee performance.

4.4.2. The Effect of Work Motivation on Employee Performance

Partial hypothetical test results at a confidence level of 95% show ho rejected and Ha accepted Means there is a significant influence of work motivation on employee performance at PT. Truba Jaga Cita. The influence of work motivation on employee performance proves that work motivation has a contribution in improving employee performance because motivation is an encouragement to employees to work actively and productively in order to achieve the company's goals. Therefore, this arises because of the motive of need that encourages the creation of a positive soul in the employee to the company and its work, and this will affect the level of performance.

Because basically an employee who has a motive needs in him will always strive to achieve it, so that it will be motivated to work earnestly in order to obtain good results.

4.4.3. Effect of Job Satisfaction on Employee Performance

Partial hypothetical test results at a 95% confidence level show Ho was rejected and Ha accepted. This means that there is a significant influence of job satisfaction on employee performance at PT. Truba Jaga Cita. The effect of job satisfaction on employee performance provides an idea that job satisfaction has a contribution in improving employee performance. Because job satisfaction itself is a feeling of pleasure or joy, or a feeling of liking someone before and after doing a job. If the employee feels happy or happy or likes to work, then the results of the work will work well. Similarly, if a person is unhappy or unhappy or does not like his work, it will affect the employee's work. Thus job satisfaction can affect performance.

4.4.4. The Effect of Work Discipline on Employee Performance

Partial hypothetical test results at a 95% confidence level show Ho was rejected and Ha accepted. This means that there is a significant influence of work discipline on employee performance at PT. Truba Jaga Cita. The influence of work discipline on employee performance gives an idea that work discipline has a contribution in improving employee performance. Because the discipline of work itself is a factor that is in nature to discipline employees, because the discipline of work as a form of realization of the attitude of willingness and willingness of employees to comply with the values and rules set by the company. As a result of discipline it is able to create a work process that is conducive and in line with the expectations of the company, so that it will have a good impact in improving employee performance, and vice versa if the employee is not disciplined, it will have an impact on the emergence of deviant and irresponsible behaviors. Thus, it will improve the direction / objectives of achieving its work so that it will result in decreased performance.

V. Conclusion

The results of the study and discussion, showed that there is an effect of work motivation, job satisfaction and work discipline on employee performance at PT. Truba Jaga Cita, There is an effect of work motivation on employee performance at PT. Truba Jaga Cita, There is an effect of job satisfaction on employee performance on PT. Truba Jaga Cita, There is an effect of work discipline on employee performance on the PT. Truba Jaga Cita.

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