

## **Employee Performance and the Effects of Compensation, Motivation, and Job Satisfaction**

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### **Abstract**

One of the after-sales services offered by the Yamaha corporation, Yamaha One Day Service, offers maintenance and repair services for the customer's Yamaha unit on-site. One of the key components for effective unit functioning is the maximum performance of the Yamaha employees that work onsite maintenance in the Bandung region. This study aims to investigate the effects of pay on performance, pay on job satisfaction, pay on performance through job satisfaction, pay on performance, pay on performance through job satisfaction, pay on performance through job satisfaction, pay on performance through job satisfaction, pay on performance through job satisfaction. A sample of the workforce was taken using the census method, and there are currently 39 respondents who work in the Bandung region. The analysis makes use of path analysis with SMART PLS. According to the results, 1) compensation has a positive but not statistically significant impact on performance, 2) compensation has a positive and significant impact on job satisfaction, 3) compensation has a positive and significant impact on performance via the variable job satisfaction, and 4) motivation has a positive but not statistically significant impact on performance.

**SAY KEY :** Compensation, Motivation, Satisfaction Work, Performance employee

## **INTRODUCTION**

Employees are a very valuable company asset that must be effectively handled by the business in order to contribute in the best way possible. Wrong One Which Must Become The Company's Primary Concern His Employees' Job Satisfaction. According to Afifa and Musadieq (2017), policy level wages and healthy pay also serve the objective of keeping employees and preventing expensive level staff rotation.

According to Fachreza et al. (2018), motivation is a situation that pushes or transforms someone into becoming conscious of their continuous behaviors or activities. Employee performance can take the form of quality or quantity when an employee completes a task in accordance with a brief response provided. In order to get a competitive edge, a company must also view employee performance as a strategic issue and a tool (Djastuti, 2015).

The researcher is interested in conducting a study with the following title: "Influence Compensation, Motivation, and Satisfaction Work on Employee Performance." Bandung Yamaha One Day Service.

## STUDY LITERATURE

### Compensation

Compensation is something that employers accept as payment for workers' successes in completing duties (Garaika, 2020). Every business must fairly pay employees according to the amount of accepted work. remuneration worker Money is not the sole possible means of exchange; commodities and services are also permitted. Every employee who works for a corporation receives compensation for the work they do. A level award can have an impact on an employee's ability to perform better and produce more.

Compensation is provided in two different general ways, as shown below (Fauziah et al., 2016).

- 1) Direct remuneration, which includes a base salary, bonuses, and results-based incentives.
- 2) No direct compensation; this influenced the success and quality of the program. Direct compensation is divided into two categories: that which is given voluntarily by business owners or employers, and that which is mandated by law or regulation.

According to Zainal et al. (2015), the compensation between the indicators is as follows.

- 1) Wages: a monetary compensation given to employees for their contributions and consideration of the company's objectives.
- 2) Wages: monetary direct compensation paid to employees based on hours worked, the value of the items produced, or the value of the services rendered.
- 3) Incentive: direct compensation Given to workers who surpass the requirements.
- 4) No Direct Compensation: Additional compensation benefits offered by corporate policy to improve employee wellbeing, such as facilities, insurance, allowances, and pensions.

perilaku kerja yang telah dicapai dalam menyelesaikan tugas- tugas dan tanggung jawab yang diberikan dalam suatu periode tertentu. Mangkunegara (2017) mengatakan kinerja (prestasikerja) adalah hasil kerja secara kualitas dan kuantitas yang dicapai oleh seseorang pegawai dalam melaksanakan tugasnya sesuai dengan tanggung jawab yang diberikan kepadanya.

### Motivation Work

Motivation is derived from the word motive, which is short for encouragement. Therefore, motivation refers to the external factors that encourage someone to engage in intentional action or activity (Mundakir & Zainuri, 2018). 2020 (Garaika) Because managers allocate duties to subordinates to enhance performance and incorporate desired goals, motivation has become increasingly crucial (Garaika, 2020).

Motivation is influenced by both internal (attitude, interest, possibility, etc.) and external (employee situation, organizational climate, managerial dominant, etc.) factors. How many needs are met influences each person's motivation, which varies. When this need is met, people are inspired to work toward supporting the organization where they

are employed as well as their own goals for output.

Sedarmayanti claims that the following behaviors are indicators of motivational work amongst people (Sedarmayanti, 2007).

- 1) Salary: Pay must motivate employees to work hard in addition to providing for their fundamental requirements.
- 2) Supervision: Encourage employee productivity through workforce planning Excellent customized instructions in line with power work standards, together with the provision of tools and other resources as needed.
- 3) Connection Work: Harmonious atmosphere and connections are necessary for good work to occur.
- 4) Confession or award: a weapon for motivation that is potent enough to outweigh gratitude for a gift or honor.
- 5) Success in one endeavor can motivate a person to start working on the next one.

### **Satisfaction Work**

Employees' emotional responses to their jobs determine whether they are satisfied with their work. Work-related satisfaction includes aspects of the working environment, employee cooperation, awards won in the workplace, and factors relating to the physical and psychological well-being of the employee (Sustain & Hermawan, 2021). Every employee wants to be satisfied at work. Satisfaction According to Wibowo and Utomo (2016), work affects the productivity that managers actually expect.

The following are some factors that become indicators of how well people get along with one another (Badriyah, 2015).

- 1) Wages/Salaries: Workers who execute jobs He responded with acceptable given form wages/salaries based on performance, but that wasn't quite enough.
- 2) Promotion: Every employee who works hard has the same opportunity to be promoted, and one of them moves up a position.
- 3) Supervision: Employees prefer to work better with a supporting, understanding, kind, and friendly supervisor who appreciates their employees' efforts rather than a manager who acts in a different way.
- 4) Benefits: It is based on profit or benefit enhancement that the company accepts, such as a new allowance.
- 5) Reward: Everyone wants to work hard and dedicate themselves to the company's development in order to be recognised and valued in a way that is neither directly pecuniary nor indirect.
- 6) Procedure Work: Be judged by its adherence to rules and procedures, internal burdens, and bureaucracy.
- 7) Peers: Measured by peer interactions at work, such as coworkers that are kind, get along, and support one another.
- 8) Work Environment: Take note of the surroundings of the employees, including the workplace's facilities and mood.
- 9) Communication: This refers to internal communication, which is fluid and makes employees better aware of their responsibilities and all other business-related activities.

### **Evaluation Performance**

Performance in the workplace refers to comparing work results to predetermined standards (Poluakan et al., 2019). A company's ability to succeed in fulfilling its mission depends on its ability to evaluate performance, which may be done by looking at factors including degree of productivity, quality of service, power of response, responsibility, and

accountability (Lina, 2016). Evaluation performance is results by virtue of that. Employee response to work is not quite sufficient in the framework.

please use big lines. The following are three categories into which evaluation work can be divided (Evita et al., 2017).

- 1) The simplest way is norms assessment. because overall scores are based on performance and are subjective and personal. Ranking, pairwise comparisons, and distribution coercion are still the three main divisions of this approach.
- 2) Evaluation Criteria Absolute, connect employee evaluation with factor consideration. assessment approach Absolute standards, also known as the scale chart, incident response methodology, and behavior-based scoring scale.
- 3) Assessment Based on Output: This approach is more pertinent to the work's outputs, but it also considers workplace analysis as a performance benchmark. Method These four types are unique to them, and they are management by objectives, work standards, a direct approach index, and achievement record.

The following are some more intermediate markers of performance (Judge & Robbins, 2017).

- 1) Work quality is determined by how well an employee performs their task after they finish their job, as well as by their skills and talents.
- 2) Quantity of Work: Can be quantified in terms of the number of units produced every cycle and the total amount of work activity completed by an individual.
- 3) Accuracy Time: level activity that was finished at the start of a specific time, in accordance with the results basis, and with the intention of optimizing the time that was available for additional activities.
- 4) Effectiveness: This term describes how Power organization's man, financial, and technical resources are used, with the goal of maximizing effectiveness and increasing results.
- 5) Independence: The capacity for someone to perform a task without assistance, direction, or supervision.

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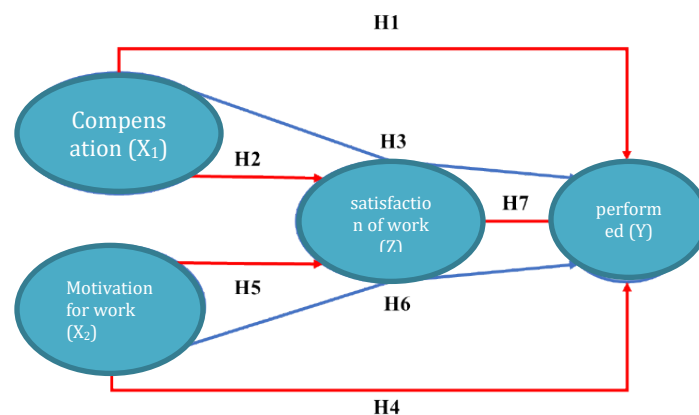
## **METHOD STUDY**

Study This study field study on Yamaha personnel working Site on Service in Wrong One Customers Yamaha at area of And Cicendo Bandung and its vicinity was completed using a quantitative methodology. the period from January to February 2023 during which the research was done.

The respondent's completed questionnaire served as the primary source of data for this study. No pre-survey interviews or interviews were conducted when just a small sample of respondents were surveyed. primary research data This information relates to the respondent's identify and includes information about their age, gender, level of education, length of employment with the company, and position, as well as their opinions on the study's variables, which include acceptable compensation, accepted employee motivation, accepted employee work satisfaction, and accepted employee performance.

data supporting the study This is a review of references that includes information on management, management of human resources, compensation, work motivation, job satisfaction, and performance of employees, as well as phenomena observed in the field and earlier research that was connected to related issues, research models and hypothesis studies, profile object studies, and other-other.

The two forms of statistical analysis used in this study are descriptive and inferential. study's inferential analysis This will employ software SmartPLS version 4 and the partial least squares (PLS) method of analysis.



Picture 2 Model Study

## RESULTS STUDY AND DISCUSSION

### Research Result Analysis Descriptive

Processing and data analysis When using the SMART PLS version 4.0.8.4 device software, some attribute data or the respondent's identity that was chosen as the study's object changed to become nominal data. The respondent's descriptive qualities were served after.

Table 1 Data Age Respondents

Age	Amount	Percentage	percentage
19 - 22 years	8	22	22
23-26 years	15	39	61
27 - 30 years	13	34	95
> 31 years	3	5	100
Total	39	100.0	

According to Table 1 above, there are 8 employees between the ages of 19 and 22, and 15 employees between the ages of 23 and 26. 13 employees between the ages of 27 and 30 were present, while only 3 were over the age of 28. Kindly entire shows that the

worker is still in a productive age and working for Yamaha On Site Service in Bandung. Power Work age productive people typically have advantages in terms of strength, physical ability, degree of intelligence, and creativity so that they can perform at their best or are motivated to work hard. Young employees at Yamaha place strive to provide the highest quality service possible because the nature of the profession demands that they think creatively and act with great initiative.

**Table 2** Data Type Respondent's Gender

Type Sex	Amount	Percentage	Percentage Cumulative
Man	39	100	100
Woman	0	0	100
Total	39	100	

On the basis of Table 2 above, it is known that every respondent is a man, scoring 100%. This demonstrates that the employee who is present on the customer site is a man. Due to gender, Yamaha purposefully made the majority of its personnel male. Men too have more consideration than deemed rational, are more resilient, and need a stronger physical constitution to operate in the Yamaha di field, which is thought to be rather tough. Men are known to be more professional at work even when they now deal with personal or family issues since they are more fearless and logical while using machinery than women and are more in demand for labor in certain fields than women.

## Discussion

The study's findings indicate that salary influences employees' performance positively, but not significantly. However, employee performance does not dramatically rise with more compensation. research finding This runs counter to the findings of Sasongko & Yuniawan's (2016) study, which found that salary has a favorable and significant impact on performance employees. Findings from this study do not agree with those of Fernanda & Sagoro (2016) and Sultan (2017), who found that compensation has a positive and significant influence on employee performance and that the higher the compensation that an employee accepts, the better the performance that employee will produce.

The study's findings indicate that pay influences staff satisfaction in a good way and is important to Yamaha yang's on-site service in Bandung. The more the remuneration given to employees by the organization, the higher their performance will be. Results research According to Supatmi et al.'s 2013 research, remuneration has a considerable impact on job satisfaction. Work, which is defined as compensation, has a substantial impact on job satisfaction; the higher the compensation earned by employees, the higher the level of work satisfaction experienced by such individuals.

The study's findings indicate that compensation affects performance employees in a way that is indirect, beneficial, and important through work satisfaction. Employees will feel more content with their jobs if they receive higher income, and if they feel more satisfied at work, they will perform better. Results from the study Garaika, 2020, which found that compensation for performance employees can be mediated by work happiness, are supported by these findings. The greater the pay that can be provided for a job well done, the more will be spent on employee performance as well.

Results of the study demonstrate a positive and significant relationship between work motivation and employee satisfaction with the work performed on the Bandung

site. Employee Work Eat will grow along with employee contentment as motivation levels rise. The findings support those of research Garaika, 2020, which claim that motivation has a favorable and significant impact on satisfaction. Increased motivation at work will likely lead to greater job satisfaction and better employee performance.

Results research This demonstrates how employee performance is indirectly, favorably, and significantly impacted by job motivation through variable intervention. The more highly motivated an employee is at work, the more satisfied they will be at work and the better their performance will be. Employees expect to be motivated by rewards from the firm, promotions, and personal growth.

Results from the study Garaika, 2020, which found that motivation influences employee satisfaction at work and serves as a mediator of employee performance, contradict Hidayat, 2021, which found that satisfaction Work is unable to act as a mediator between employee performance and motivation. As a result, work motivation on employee performance is totally mediated by job satisfaction, which can be increased by giving employees access to the right facilities and rewards from the employer. If an employee is content, then their performance will also improve.

The findings of the study demonstrate that employee performance is positively and significantly impacted by job satisfaction. The higher the employee performance, the higher their level of job happiness. Even a small improvement in work happiness can have a significant impact on employee performance. In contrast to Nabawi's research (2020), which claims that satisfaction has no impact on employee performance, the results are consistent with the study Garaika, 2020, which claims that employee satisfaction has an impactful positive and considerable impact on employee performance.

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