

Influence Of Work Motivation And Work Environment For Employee Performance By Job Satisfaction As An Intervening Variable Of Investment And One Stop Services (DPM-PTSP) In Makassar

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Abstrak

This research is focusing to understanding the influence of motivation and environment at work for employee performance with satisfaction of job as intervening variable on one-stop investment and integrated services in Makassar. Primary data is used in this research while conduct observation, personal interview along with questionnaire perform to collect the data. Samples in this study were all employees of DPM-PTSP Makassar City, and used a probably sampling technique with simple random sampling so that the number of samples used was 100 people from 160 observation data. In this study, the determination of the number of samples used the Slovin formula with a precision of 5%, the data management used was SMARTPLS Software. The result shown that motivation and environment at work both of them have significant with positive contribution for satisfaction on job, while motivation have positive along with significant influence for the performance of employee, it goes different with work environment that shown positive insignificant impact for employee performance. Satisfaction in job shown positive along with significant influence for performance of employee, while work motivation result shown significant but indirect influence for the employee performance by job satisfaction. The environment if work shown significant but indirect influence for the performance of employee by the job satisfaction.

Keywords: *Work motivation, Work environment, Employee Performance, Job Satisfaction.*

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Introduction

It is know that human resources is important division either for job organization even for company. It's known that the quality of company or organization will the determine by the qulity of human resource that they have. In order for have a good quality of human resource it's important to focusing on how to manage and develop what they have in hand to perform better result. Indonesian law (UU) number 5 chapter 11 year 2014 state that Civil employee have to perform public responsibility made by Indonesia employee management based on law in order to serve profesional and good service for better government and country qulity.

In government organizations, the demand for service becomes greater along with the development of society. Government officials in bureaucratic institutions are required to be able to actualize themselves as quality human resources. This is very necessary considering

that government officials are servants of the State and servants of the community who are expected to provide excellent service to the community. Improving services and community demands is an unavoidable condition. Government agency services are rights that must be obtained by the community. It is become mayor problem for government service that citizen are often must face and meet with bad service and quality that perform by government employee.

As is the case with the phenomenon that occurs in public service government agencies, the Service of (DPM-PTSP) in Makassar that perform by several employees has a mindset that only aborts duty obligations. Employee performance only focuses on doing work in accordance with the part where he works, so that in measuring employee performance, of course, you have to reflect on the work done. Because of this, it is not common for DPM-PTSP Makassar City employees to have a slow behavior when working, not being on time according to a predetermined target time.

This is the service factor at the Makassar City DPM-PTSP not optimal, not only that when working there are Makassar City DPM-PTSP employees who lack discipline, such as arriving late and going home before working hours end because the work is considered finished, as well as the attitude of employees who are less responsive, feeling bored in doing work that is done repeatedly. Employees who work lazily and are not disciplined cause employee dissatisfaction, decreased work performance and low productivity in the organization. This shows the attitude of employees who are less responsible for their work, act not directed at what they are aiming for, all of these things have implications for less than optimal service.

These factors are interesting to study, whether they have a positive and significant effect on employee performance, and from these results it is hoped that the head of the organization can make the right program to improve employee performance, because improving employee performance is a good hope for the leadership of the Makassar City Investment and One-Stop Integrated Service (DPM-PTSP) organizational unit as the only institution that plays a strategic role and function in the field of implementing integrated licensing services in order to increase public satisfaction in one-stop integrated licensing services, and also to improve a conducive business and investment climate. This is very important and also strategic in order to carry out the role of government to improve the welfare of the community, it is very interested to know whether motivation, work environment and job satisfaction have a significant effect on employee performance. Because employees or employees are the main factor that is very important to achieve organizational success.

Based on the description that has been put forward above, the authors are interested in conducting research to compile a thesis with the title: "Influence Of Work Motivation And Work Environment For Employee Performance By Job Satisfaction As An Intervening Variable Of Investment And One Stop Services (DPM-PTSP) In Makassar".

1. Literature Review

Professionalism and bureaucratic responsibility need to be increased, by managing human resources (employees or employees) in these government organizations, so that they have high performance. In this case related to employee performance, there are several factors that influence the performance of employees or employees, including motivational factors, work environment and job satisfaction.

Performance is the result of a person's healthdecay over a certain periodin carrying out tasks, such as work standardsa, target, aim or objectivewhich has been determined beforehandh mutually agreed. According to Byars and Rue in Harsuko (2011) performance is the degree of task arrangement that regulates one's work. Therefore, performance is the willingness of a person or group of people to carry out activities or perfect them in accordance with their responsibilities with the expected results.

Motivation is one of the things that influence human behavior, motivation is also known as a driver, desire, supporter or needs that can make a person excited and motivated to reduce

and fulfill their own impulses, so that they can act and act according to certain ways that will lead to the optimal. According to Robbins (2007: 129), motivation is a process of willingness to issue a high level of effort towards organizational goals, which is conditioned by the ability of that effort to fulfill an individual need. Work motivation can be defined as "a psychological drive to someone who determines the direction of behavior (direction of behavior) of a person in the organization, level of effort (level of effort),".

The work environment is a very important component part when employees or employees carry out work activities. By paying attention to a good work environment or creating working conditions that are able to provide motivation to work, it will have an influence on the enthusiasm or enthusiasm of employees at work. Nitisemito (1996: 109) has its own view in defining the work environment which is defined as something that exists around workers and can influence them in carrying out the assigned tasks.

Job satisfaction is a form of one's feelings towards work, work situations and relationships with co-workers. Job satisfaction is something that is important for an employee or employees to have, where employees or employees can interact with their work environment so that work can be carried out properly and in accordance with company goals. Robbins and Coulter, (2010) say that job satisfaction is a positive feeling about work which is the result of an evaluation of its broad characteristics. Employees will feel satisfied with the work that has been or is being carried out, if what they do is considered to have met their expectations, in accordance with the goals they work for. If an employee wants something, then he has a hope, thus he will be motivated to take action towards achieving these expectations, if expectations are met then he will feel satisfied. In this condition employees who get high job satisfaction are expected to have high performance as well.

Method, Data, and Analysis

This research method used is a quantitative research method. This study examines influence of work and environment and motivation for performance of the employee by job satisfaction case study in Makassar (DPM-PTSP). In this study, a population of all DPM-PTSP Makassar employees was used, a total of 160 people. The sampling technique uses probably sampling with simple random sampling, namely taking random samples from the population because it is considered homogeneous. In the study of determining the number of samples using the Slovin formula with a precision of 5%, namely as follows:

$$n = \frac{N}{1 + Ne^2}$$

$$n = \frac{160}{1 + 160(0,05)^2} \quad (1)$$

or rounded up to 100 samples $n=114$

The use of the slovin formula in sampling in this study with a significance level of 5% because the researcher wanted the research results to be 95% correct. In this study, the data management used is SMARTPLS Software.

Result and Discussion

Table 1. Table of Hypothesis Test Results

Hypothesis	Original Sample (O)	T-statistics (O/STDEV)	P-values	Significance Levels (P<5%)
1 Work Motivation -> Job Satisfaction	0.348	3,714	0.000	*S
2 Work Environment -> Job Satisfaction	0.569	5,943	0.000	*S

3	Work Motivation -> Employee Performance	0.520	6,549	0.000	*S
4	Work Environment -> Employee Performance	0.001	0.006	0.995	NS
5	Job Satisfaction -> Employee Performance	0.309	2,743	0.006	*S
6	Work Motivation -> Job Satisfaction -> Employee Performance	0.107	2.117	0.034	*S
7	Work Environment -> Job Satisfaction -> Employee Performance	0.176	2,478	0.013	*S

Information :

*S = Significant ($P < 0.05$)

NS = Not Significant

1. Work motivation influence for the satisfaction of job

This research 1st hypothesis is work motivation have positive along with direct influence for the satisfaction of job, based on the data analysis shown that 1st hypothesis proven true. This is consistent with the hypothesis test which shows that both work motivation and the satisfaction of job analyst by path coefficient shown 0.348 value with 3.714 form T - statistic, this number shown that it's bigger that 1.984 with P-values ($0.000 < \alpha = 0.05$ (5%). From the result we can see that the motivation of work have positive along with significant influence for the satisfaction of job.

2. Work of environment influence for satisfaction of job

This research 2nd hypothesis is work environment has a direct effect on job satisfaction is proven. This is consistent with the hypothesis test which shows that the work environment with satisfaction of job shows the value of path coefficient is 0.569 and 5.943 of T-statistic, this result is bigger than 1.984, and P-values ($0.000 < \alpha = 0.05$ (5%). Form the result analysis we know that work of environment have significant along with positive influence for the satisfaction of job.

3. Motivation of work for the performance of employee

This research 3rd hypothesis is motivation of work have direct relation for employee performance is proven true. Result of this research is consistent with the hypothesis test which shows that work motivation and employee performance show 0.520 value of path coefficient value of and 6.549 for T-statistic, this number is bigger than 1.984, and P-values ($0.000 < \alpha = 0.05$ (5%). Form the result analysis we know that motivation of work have positive and significant influence for the performance of employee.

4. Influence of work environment for performance of employee

This research 4th hypothesis is work environment have direct relation for performance of employee is not proven. Result of this hypothesis is consistent with the hypothesis test that inform if environment of work with employee performance result is 0.001 for path coefficient and 0.006 for T-statistic, this result analysis number is smaller if compare to 1.984, and P-values ($0.995 > \alpha = 0.05$ (5%). This means that the work environment has a positive but insignificant relation for performance of employee.

5. Influence of job satisfaction for employee performance

This research 5th hypothesis is satisfaction of job have direct relation for employee performance is proven true. Result of this research consistent with the hypothesis test which shows that job satisfaction with employee performance shows 0.309 value for path coefficient with 2.743 for T-statistic, result value is bigger than 1.984, and P-values $(0.006) < \alpha = 0.05$ (5%). Based on the research result analysis shown that job satisfaction have positive with significant effect relation for performance of employee.

6. The effect of work motivation on employee performance by job satisfaction

This research 6th hypothesis is motivation in work have indirect relation for performance of employee by job satisfaction is proven true. This is consistent with the hypothesis test which shows that work motivation with the performance of employee by satisfaction of job shown value 0.107 of path coefficient and 2.117 for T-statistic, this result value is bigger than 1.984, and a P-value $(0.034) < \alpha = 0.05$ (5 %). This research result proven that motivation in work have significant but indirect influence for performance of employee by satisfaction of job.

7. Influence of the work environment for employee performance by job satisfaction

This research 7th hypothesis is environment of work have indirect relation for employee performance by job satisfaction is proven true. Result is consistent with the hypothesis that claim of work environment and performance of employee by satisfaction of job shown value 0.176 for path coefficient and 2.478 for T-statistic, result of this research is bigger than 1.984, and a P-value $(0.013) < \alpha = 0.05$ (5 %). Result of this research shown if environment of work have significant but indirect influence for performance of employee by job satisfaction.

Conclusion

The conclusion that work motivation have positive along with direct influence for the satisfaction of job, based on the data analysis shown that 1st hypothesis proven true, from the result we can understand if motivation of work have positive along with significant influence for the satisfaction of job. And, work environment has a direct effect on job satisfaction is proven true, from the result analysis we understand if work of environment have significant along with positive influence for the satisfaction of job. In addition, motivation of work have direct relation for employee performance is proven true, from the result analysis we understand if motivation of work have positive and significant influence for the performance of employee.

Beside that, Work environment have direct relation for performance of employee is not proven, from result analysis we understand if work environment has a positive but insignificant relation for performance of employee. And, satisfaction of job have direct relation for employee performance is proven true, based on the research result analysis shown that job satisfaction have positive with significant effect relation for performance of employee. The motivation in work have indirect relation for performance of employee by job satisfaction is proven true, this research result proven that motivation in work have significant but indirect influence for performance of employee by satisfaction of job. Also, environment of work have indirect relation for employee performance by job satisfaction is proven true, result analysis shown if environment of work have significant but indirect influence for performance of employee by job satisfaction.

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