

The Influence of Work Motivation and Job Satisfaction on Employee Performance at the Artha Medika Farma Health Clinic and Pharmacy, Palopo City

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Abstract

The aim of this research is to analyze and find out how the variables of work motivation and job satisfaction influence the performance of employees at the Artha Medika Farma Health Clinic and Pharmacy in Palopo City. This research was conducted at the Artha Medika Farma Health Clinic and Pharmacy, Palopo City by distributing questionnaires to 30 respondents. The measurement scale uses a Likert scale. Data were analyzed using multiple linear regression. Research hypothesis testing uses the t test and F test techniques with the SPSS auxiliary route. The results of this research show that work motivation and job satisfaction each have a positive and significant influence on the performance of employees at the Artha Medika Farma Health Clinic and Pharmacy in Palopo City.

Keywords: *Work motivation, job satisfaction and performance.*

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INTRODUCTION

To obtain human resources that are expected by the organization to provide a positive contribution to all company activities in achieving its goals, each employee is expected to have high work motivation so that this will increase work productivity. Motivation is a very important thing for management to pay attention to if the company wants every employee to make a positive contribution to achieving its goals.

By providing this motivation, employees will feel cared for, protected and appreciated as human beings and ultimately they will think about being more active and more enthusiastic in carrying out work in achieving company goals. At the Artha Medika Farma Palopo Clinic & Pharmacy, providing motivation to employees is still lacking in direction. , for example, by providing intensive awards in the form of

awards for work performance, so in providing motivation to work well, the company must give appreciation to employees, including in the form of awards as reciprocity for employee performance, so that employee work productivity will increase. So, every company in increasing its activities must be supported by employees who have high work enthusiasm, expertise, creativity, intelligence and high motivation so that employee work productivity will increase.

The formation of an employee's work productivity in a company is influenced by high motivation and being on target with conditions that are very decisive for the company. From the pre-survey that researchers have conducted, the author sees that the work productivity of Artha Medika Farma Palopo Clinic & Pharmacy employees still needs to be improved. This can be seen from the daily activities of employees in carrying out their duties and work, there are still employees who arrive late from the specified starting time, take breaks that take too long, leave too early, and so on. (Afandi, P. 2018).

The research objectives are 1. To analyze the influence of work motivation on the performance of employees of the Artha Medika Farma Health Clinic & Pharmacy, Palopo City, 2. To analyze the influence of job satisfaction on the performance of employees of the Artha Medika Farma Health Clinic & Pharmacy, Palopo City

As for the benefits of research for companies, it is hoped that the results of this research will provide additional benefits and as a means to implement and apply research results so that employee performance is good.

For the author, it is hoped that the results of this research can become a reference in efforts to develop science and can increase insight into scientific thinking in the field of management. And for readers in general, this research is expected to provide information and reading reference material for other researchers who will conduct research on the topic similar.

The theory that supports this research is the motivation theory put forward by Herzberg in Robbins and Judge (2008:227). This theory is often called motivation-hygiene or the two-factor theory put forward by psychologist Frederick Herzberg. In his belief that an individual's relationship with work is fundamental and that a person's attitude towards work can very well determine success or failure.

METHODOLOGY

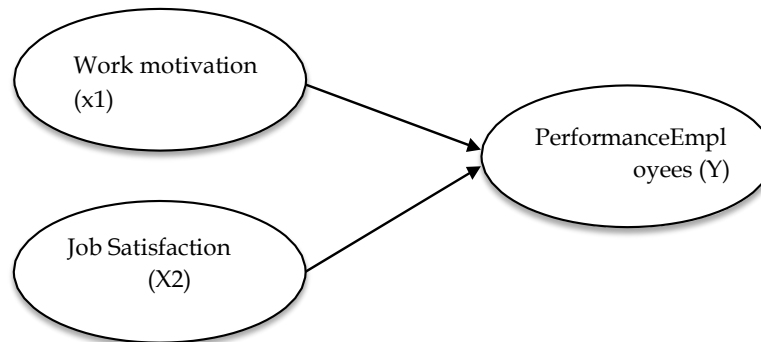
This research method is a quantitative approach with the aim of testing hypotheses based on empirical data.

The population in this study were employees who worked at the Artha Medika Farma Health Clinic & Pharmacy. The sample in this study was 30 people.

As for data collection techniques and instrument development;

1. Observation
2. Interview
3. Questionnaire

Figure 1. Thinking Framework



The hypothesis is as follows:

1. Work motivation has a positive and significant effect on the performance of Artha Medika Farma Health Clinic & Pharmacy employees.
2. Job satisfaction has a positive and significant effect on the performance of Artha Medika Farma Health Clinic & Pharmacy employees.

RESULTS AND DISCUSSION

1. Variable Description

Table 1. Description of Work Motivation Variables

Items	STS(1)		T. S. (2)		K. S (3)		S (4)		SS (5)		Mean
	F	%	F	%	F	%	F	%	F	%	
X1.1	0	0	0	0	6	20.0	21	70.0	3	10.0	3.90
X1.2	0	0	0	0	9	30.0	11	36.7	10	33.0	4.03
X1.3	0	0	0	0	10	33.3	16	53.3	4	13.3	3.80
X1.4	0	0	0	0	10	33.3	11	36.7	9	30.0	3.97
X1.5	0	0	0	0	11	36.7	13	43.3	6	20.0	3.83

Source: Primary data processed

Based on Table 1, it shows that the Work Motivation variable of respondents chose the most answers in (X1.1) with 21 respondents choosing to answer in agreement. In (X1.2) with the answer 11 respondents chose the answer agree. At (X1.3) with the answer 16 respondents chose to answer agree. at (X1.4) with the answer 11 respondents chose the answer agree. at (X1.5) with the answer 13 respondents chose the answer agree. Based on the data in Table 5, it can be seen that the average value of the indicator scores from 60 respondents, the largest is X1.2.

Table 2. Description of Work Motivation Variables

Items	STS(1)		T.S.(2)		K.S.(3)		S(4)		SS(5)		Mean
	F	%	F	%	F	%	F	%	F	%	
X2.1	0	0	0	0	8	26.7	18	60.0	4	13.3	3.87
X2.2	0	0	0	0	12	40.0	13	43.3	5	16.7	3.77
X2.3	0	0	0	0	15	50.0	10	33.3	5	16.7	3.67
X2.4	0	0	0	0	15	50.0	12	40.0	3	10.0	3.60
X2.5	0	0	0	0	11	36.7	12	40.0	7	23.3	3.87

Source: Primary data processed

Based on Table 2, it shows that the Work Motivation variable of respondents chose the most answers in (X2.1) with 18 respondents choosing to answer agree. In (X2.2) with the answer 13 respondents chose the answer agree. In (X2.3) with the answer 15 respondents chose the answer that they disagree. at (X2.4) with the answer 15 respondents chose the answer disagree and at (X2.5) with the answer 12 respondents chose the answer agree. Based on the data in Table 8, it can be seen that the average indicator scores of the 30 respondents are X2.1 and X2.5.

Table 3. Description of employee performance variables

Items	STS(1)		T.S.(2)		K.S.(3)		S(4)		SS(5)		Mean
	F	%	F	%	F	%	F	%	F	%	
X1.1	0	0	0	0	12	40.0	10	33.3	8	26.7	3.87
X1.2	0	0	0	0	8	26.7	14	46.7	8	26.7	4.00
X1.3	0	0	0	0	8	26.7	15	50.0	7	23.3	3.97
X1.4	0	0	0	0	12	40.0	14	46.7	4	13.3	3.73
X1.5	0	0	0	0	19	63.3	7	23.3	4	13.3	3.50

Source: Primary data processed

Based on Table 3, it shows that for the employee performance variable, respondents chose the answer most often in (Y.1) with 12 respondents choosing the answer they disagreed with. In (Y.2) with the answer 14 respondents chose the answer agree. In (Y.3) with the answer 15 respondents chose the answer agree. In (Y.4) with the answer 14 respondents chose the answer agree. In (Y.5), 19 respondents chose the answer that they disagree. Based on Table 7, it can be seen that the average indicator score of the 30 respondents, the largest is Y.2

2. Classic Assumption Test

Table 4. Normality Test

One-Sample Kolmogorov-Smirnov Test			Unstandardized
N		30	ed
Normal Parameters ^{a, b}	Mean	,0000000	
	Std. Deviation	,18095338	
Most Extreme Differences	Absolute	,099	
	Positive	,099	
	Negative	-,074	
Statistical Tests		,099	
Asymp. Sig. (2-tailed)		,200 ^{cd}	
			Residuals

- a. Test distribution is Normal.
 b. Calculated from data.
 c. Lilliefors Significance Correction.
 d. This is a lower bound of the true significance.

Based on the test results in Table 4, we obtained a significance result of 0.200 > 0.05, meaning the data is normally distributed.

Table 5. Multicollinearity Test

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Motivation_X1	,506	1,976
	Job_Satisfaction_X2	,506	1,976

Source: Primary data processed

Based on Table 5, it is known that the tolerance value of the work motivation variable (X1) is 0.506 > 0.10. Job satisfaction (X2) 0.506 > 0.10. Meanwhile, the VIF value of the work motivation variable (X1) is 1.976 < 10. Job satisfaction (X2) is 1.976 < 10. So it can be concluded that multicollinearity does not occur

Table 6. Heteroscedasticity Test

Model		Unstandardized Coefficients		t	Sig.
		B	Std. Error		
1	(Constant)	1.391E-15	,286	,000	1,000
	Motivation_X1	,000	,097	,000	1,000
	Job_Satisfaction_X2	,000	,094	,000	1,000

a. Dependent Variable: Abs_RES

Source: Primary data processed

Based on Table 6, it is known that the Sig. The work motivation variable (X1) $1.00 > 0.05$ and job satisfaction (X2) $1.00 > 0.05$ means that heteroscedasticity does not occur.

3. Hypothesis Testing

Table 7. Partial Test (t Test)

		A. Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	,013	,286		,047	,963
	Motivation_X1	,577	,097	,579	5,928	,000
	Job_Satisfaction_X2	,412	,094	,429	4,392	,000

a. Dependent Variable: Employee_Performance_Y

1) First Hypothesis Testing (H1)

Table 16 shows that the motivation variable has a significant level of 0.000, which is smaller than 0.05. And the calculated t value for the leadership variable is 5.928, indicating the influence it has on employee performance variables. Therefore, the hypothesis is accepted, meaning that the motivation variable (X1) has a positive and significant effect on work performance (Y).

2) Second Hypothesis Testing (H2)

Table 16 shows that the job satisfaction variable has a significant level of 0.000, which is smaller than 0.05. And the calculated t value for the career development variable is 4.392, indicating the influence it has on the dependent variable. Therefore, the hypothesis is accepted, meaning that the job satisfaction variable (X2) has a positive and significant effect on work performance (Y).

Table 8. Simultaneous Test (F Test)

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	6,325	2	3,163	89,923	,000 ^b
	Residual	,950	27	,035		
	Total	7,275	29			

a. Dependent Variable: Employee_Performance_Y

b. Predictors: (Constant), Job_Satisfaction_X2, Motivation_X1

- 1) Based on the significance value, the Sig value is obtained. F is $0.000 < 0.05$, so it can be concluded that the hypothesis is accepted, meaning that the variables work motivation (X1) and job satisfaction (X2) have a significant effect together on employee performance (Y).
- 2) Based on the F value, the calculated F value = 89.923; while Ftable at coordinates 2;27

is 3.35. Because the Fcount value is greater than Ftable, it can be concluded that there is a significant linear relationship between the work motivation variables (X1) and job satisfaction (X2).

Table 9. R Square Test

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,932 ^a	,869	,860	,188

a. Predictors: (Constant), Job_Satisfaction_X2, Motivation_X1

Based on Table 9, it is known that the magnitude of the relationship between the variables work motivation (X1) and job satisfaction (X2) (simultaneously) on employee performance (Y) as calculated by the correlation coefficient is 0.932; This shows that the category influence is very strong. Meanwhile, the simultaneous contribution or contribution of work motivation (X1) and job satisfaction (X2) to employee performance (Y) is 86.9% while the remainder (13.1%) is determined by other variables.

Discussion

Based on multiple linear regression research, it is used to predict how high the value of work motivation will be. Based on the results of the partial test, it shows that the significant value of the work motivation variable is $0.00 < 0.05$ and the t count of 5.928 has a positive and significant effect on employee performance. The results of this research are in line with research by Herman Bin Ramli (2015) stating that external motivation in the company PT. Fahrenheit Synthon Pharma has a significant influence on performance productivity based on employee perceptions. The external motivation that most dominantly influences productivity is good communication between employees and superiors.

Based on double-sided linear regression research, it is used to predict how high the job satisfaction score will be. Based on the results of the partial test, it shows that the significant value of the work motivation variable is $0.00 < 0.05$ and the t count of 4.392 has a positive and significant effect on employee performance.

This research is in line with research by Adi Nugroho (2020) which states that the Job Satisfaction Variable can be an intervening variable from the results of calculating standardized coefficients for the indirect influence of work motivation on employee performance through job satisfaction which is greater than the direct influence of work motivation on employee performance.

CONCLUSION

Based on the research results and discussion, the conclusions of this research are as follows:

1. Work motivation and job satisfaction simultaneously have a positive and significant effect on employee performance at the Artha Medika Farma Health Clinic and Pharmacy, Palopo City. This means that the higher the work motivation and job satisfaction of employees at the Artha Medika Farma Health Clinic and Pharmacy, Palopo City, the higher also the performance of employees at the Artha Medika Farma Health Clinic and Pharmacy, Palopo City.
2. Partially, job satisfaction is the variable that has the most dominant influence on employee performance at the Artha Medika Farma Health Clinic and Pharmacy, Palopo City.

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