

The Effect Of Motivation, Communication And Job Satisfaction On Employee Performance

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Abstract

This study aims to explain whether the variables of motivation, communication and job satisfaction on the performance of the Rantau Prapat stone glass employees. This research data obtained through questionnaires and interviews. The analysis used is descriptive quantitative, multiple linear regression analysis, validity and reliability testing and hypothesis testing. The results show that motivation, communication, and job satisfaction have a positive and significant influence on employee performance.

Keywords: Motivation, Communication, Job Satisfaction, Employee Performance

I. INTRODUCTION

Human resources are very important in a company, so the company should pay more attention to aspects of work related to human resources, especially employees. Because employees who have a strong work motivation is a competitive advantage of a company. Motivation is a collection of attitudes and values that can influence other individuals to achieve goals that are in accordance with the company's vision and mission. In addition to high motivation, it must be balanced with communication skills that must be fostered among fellow employees. Because in the absence of good communication it will cause employees or between employees and leaders to experience a deadlock in overcoming a problem within the company. In addition, job satisfaction is also one aspect that needs to be considered by a company. There are several factors that can affect employee job satisfaction including in the provision of salaries, incentives and bonuses obtained by employees. Because job satisfaction is a reflection of dedication and responsibility shown by the attitude of working hard. Job satisfaction felt by employees at this stone glass is still low.

The phenomenon that occurs in the stone glass business related to the management of human resources that is running is not yet optimal. Stone glass business is a business engaged in the culinary field that serves various types of food and beverages. However, the glass stone business is better known as the glass stone coffee shop. This business since the pandemic until now has been in great demand by both young people. Warung kaca batu has a social program for orphans up to the age of thirteen who will drink coffee and eat coffee for free and this applies to all branches of warkop kaca batu. With the addition of branches from glass stone, it will have an impact on the quality of performance of employees owned by glass stone coffee shops in providing maximum service to consumers. So it requires strong motivation from the owner as a coffee shop business owner and also establishes good communication among fellow employees. And giving rewards to employees who have excelled in carrying out their duties. The problem of job satisfaction is also still not optimally felt by some employees which has an impact on decreasing the level of performance Given By The Employee. Therefore, This Study Wanted To Find Out How The Influence Of Motivation, Communication And Job Satisfaction On The Performance Of Glass Stone Employees. The Problem Of Job Satisfaction Is Also Still Not Optimally Felt By Some Employees Which Has An Impact On Decreasing The Level Of Performance Given By the employee. Therefore, this study wanted to find out how the influence of motivation, communication and job satisfaction on the performance of glass stone employees. The problem of job satisfaction is also still not optimally felt by some employees which has an impact on decreasing the level of performance given by the employee. Therefore, this study wanted to find out how the influence of motivation, communication and job satisfaction on the performance of glass stone employees.

Motivation

Motivation is a person's personal condition that encourages the individual's desire to carry out certain activities in order to achieve a goal related to individual work results while influencing organizational performance (Aldi et al., 2019). (Hasina & Aida Fitri, 2019) work motivation is a stimulant of desire and a driving force of will that creates a person's enthusiasm to achieve a desired goal. Motivation provides employees with guidance, direction, resources and rewards to keep them inspired and interested in working the way the company wants them to.

Communication

According to (Mangkunegara, 2015) communication can be interpreted as the process of transferring information, ideas, understanding from one person to another in the hope that the other person can interpret it according to the intended purpose. Meanwhile, according to Robbins and Mary (2010), communication is the transfer and understanding of meaning. This means that if information or ideas have not been conveyed, communication has not taken place.

Job satisfaction

Job satisfaction is a person's feelings that arise and are felt from the work carried out which is considered adequate when compared to what has been done or the work assigned. (Siagian & Khair, 2018). The level of job satisfaction experienced by each person will vary according to the perception of each individual. There are five factors that can affect job satisfaction according to (Sekartini, 2016) namely the fulfillment of needs, differences, achievement of values, equity and genetic components. In addition to the causes of job satisfaction, there are also determinants of job satisfaction that are disclosed (Arda, 2017), including the following: the work itself, relationships with superiors, coworkers, promotions and salaries or wages.

Employee performance

According to (Mangkunegara, 2015) the term performance comes from the word job performance or actual performance (work achievement or actual achievement achieved by someone). The definition of performance is the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

(Mashitah et al., 2018) defining performance is the achievement of a person or an employee in doing work or the achievement of success of a person in carrying out targets in his work.

Research methods

This type of research is quantitative research, which is research that is useful for analyzing the influence of independent variables in influencing the dependent variable. The location of this research is the glass stone coffee shop in Rantau Prapat.

To obtain a complete understanding of the study of motivation, communication, job satisfaction and employee performance, this research will be put into the form of a framework model.

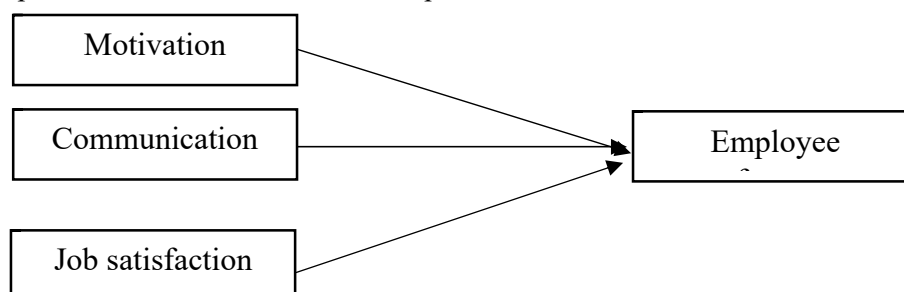


Fig 1. Framework

Figure 1 shows the mindset of the motivational variables (X1), communication (X2), and job satisfaction (X3) and their effect on employee performance (y) using the multiple linear regression analysis method.

II. RESULTS AND DISCUSSION

Characteristics of respondents often describe the direction of responses in answering research questions. The following table presents the characteristics of the respondent's data based on gender, age, education and length of work.

Table 1. Characteristics of Respondents

Characteristics of Respondents		Frequency	Percentage(%)
Gender	Man	59	80
	Woman	15	20
Age	<20 years	27	36
	21-30 ahun	35	47
	>30 years	12	16
education	junior high school	12	16
	High School/Equivalent	50	68
	Diploma	9	12
	Bachelor	3	4
Length of working	< 2 years	45	61
	3 - 5 years	19	26
	>5 years	10	14

Based on the data in table 1, it can be seen that from the 74 samples of respondents in this study, the composition of the most dominant respondents was 59 men (80%) and 15 women (20%). Respondents based on age can be categorized into three age groups: under 20 years old (36%), between 21-30 years old (47%) and over 30 years old (16%). Meanwhile, the characteristics of respondents according to education level consisted of junior high school education (16%), high school/equivalent (68%), diploma (12%) and undergraduate (4%). The most respondents worked length of time were employees who had a working period of less than 2 years (61%), between 3-5 years (26%), and over 5 years 14(%)

Validity test

The validity test was conducted to determine the level of validity of the questionnaire used in collecting data obtained by correlating each variable score of respondents' answers with the total score of each variable. Then the correlation results are compared with the critical value at a significant level of 5%. The high and low validity of the instrument shows the extent to which the data collected does not deviate. The results of the validity test can be seen in the table below:

Table 2. Validity Test Results

Variable	Statement	Pearson Correlation	standard	Description
Motivation	M1	0.561	0.30	Valid
	M2	0.575	0.30	Valid
	M3	0.607	0.30	Valid
	M4	0.542	0.30	Valid
	M5	0.555	0.30	Valid
Communication	K1	0.743	0.30	Valid
	K2	0.733	0.30	Valid
	K3	0.741	0.30	Valid
	K4	0.731	0.30	Valid
	K5	0.719	0.30	Valid
Job satisfaction	KK1	0.677	0.30	Valid
	KK2	0.637	0.30	Valid
	KK3	0.650	0.30	Valid

Employee performance	KK4	0.585	0.30	Valid
	KK5	0.622	0.30	Valid
	Y1	0.600	0.30	Valid
	Y2	0.642	0.30	Valid
	Y3	0.638	0.30	Valid
	Y4	0.633	0.30	Valid
	Y5	0.590	0.30	Valid

Reliability Test

Reliability testing is used to see the reliability of each instrument used with the Cronbach alpha coefficient. according to (Ghozali, 2016) it is stated that a construction or variable is said to be reliable if it gives a Cronbach alpha value of more than 0.6. From the test results using the SPSS statistical program version 20. Cronbach alpha values for each research variable can be seen in table 3 as follows:

Table 3. Reliability Test

Variable	Cronbach's Alpha Calculation Value	Description
Motivation	0.777	Reliable
Communication	0.765	Reliable
Job satisfaction	0.755	Reliable
Employee performance	0.638	Reliable

Regression Equation Analysis Test

This regression analysis is used to determine from the influence of motivation, communication, job performance, job satisfaction and employee performance. Based on the results of SPSS version 20, it is obtained.

Table 4. Regression Coefficient

Model	Coefficients ^a		
	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
1 (Constant)	22,682	2,465	
Motivation	,093	,138	,097
Communication	0.020	,077	,033
Job satisfaction	0.070	,115	,008

a. Dependent Variable: Employee performance

From table 4 above, it can be seen that the regression equation becomes $Y = 22.682 + 0.93X_1 + 0.20 X_2 + 0.07X_3$.

The explanation is as follows. First, if all independent variables have a value of 0, the performance value has a value of 22,682. This means that the performance variable still has value even though the motivation, communication, and job satisfaction variables have no value. Second, the value of the motivation coefficient is 0.93 with a positive sign, meaning that if motivation is increased, employee performance will also increase. Third, the value of the communication coefficient is 0.20 with a positive sign, meaning that if communication is improved, employee performance will also increase. Fourth, the value of the coefficient of job satisfaction is 0.07 with a positive sign, meaning that if job satisfaction is increased, employee performance will also increase

Correlation coefficient and coefficient of determination

To calculate the strength of the relationship between motivation, communication, job performance and job satisfaction on employee performance, a correlation is carried out which can be seen in table 5 below:

Table 5. coefficient of correlation and coefficient of determination

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,718a	,614	,628	6,970

a. Predictors: (Constant), Job satisfaction, Communication, Motivation

b. Dependent Variable: Employee performance

Table 5 shows $r = 0.718$, which means that there is a strong and positive relationship between motivation, communication and job satisfaction on the performance of glass stone employees. The value of the coefficient of determination R Square is 0.614, which means that the performance of glass stone employees can be explained by 61.4% by motivation, communication and job satisfaction, the remaining 43.3% is explained by other factors not discussed in this study.

Hypothesis testing

a) Simultaneous Test (F Test)

The F test is used to test the effect of the independent variables on the dependent variable together or as a whole. Testing this hypothesis is done with the test criteria if $F_{count} > F_{table}$ at a significance of 0.05, then H_0 is rejected. By using the SPSS version 20 application program, the results of the F_{count} calculation are as follows:

Table 6. F . Test Results

ANOVA ^a					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	3,827	3	1,276	22,329	,000b
Residual	271,579	70	3,880		
Total	275,405	73			

a. Dependent Variable: Employee performance

b. Predictors: (Constant), Job satisfaction, Communication, Motivation

Based on the table, it is obtained that the value of F_{count} is 22,329 which is greater than F_{table} (0.05;) with $df = nk-1 = 70$ ($74-3-1 = 70$) worth 2.50 or with a significant level of $0.000 < 0.05$, then H_0 rejected, meaning that motivation, communication and job satisfaction have a positive and significant effect on the performance of the Rantau Prapat stone glass employee.

b) Partial Test (T Test)

The t test is used to test the effect of the independent variable on the dependent variable, the independent variable on the dependent variable partially. Testing this hypothesis is done with the test criteria: if $t_{count} > t_{table}$ or significance 0.05, then H_0 is rejected. By using the help of SPSS version 20, the results of the t_{count} calculation are as follows:

Table 7. t test results

Coefficients ^a		
Model	t	Sig.
1 (Constant)	3,130	,000

Motivation	2,677	,000
Communication	2,257	,003
Job satisfaction	1,958	,001

a. Dependent Variable: Employee performance

From table 7, it can be seen that the value of tcount on the X1 variable is 2.677 which is greater than ttable with $df = nk-1$ ($74-3-1 = 70$) of 1.669 or with a significant level of $0.00 < 0.05$, then H_0 is rejected, meaning that motivation has a positive and significant effect on the performance of glass stone employees. Then the value of tcount on the X2 variable is 2.257 which is greater than ttable with $df = nk-1$ ($74-3-1=70$) of 1.669 or with a significant level of $0.03 < 0.05$, then H_0 is rejected, meaning that communication has a positive effect. and significant to the performance of glass stone employees. Furthermore, the value of tcount on the X3 variable is 1.958, which is greater than ttable with $df = nk-1$ ($74-3-1=70$) of 1.669 or with a significant level of $0.01 < 0.05$, then H_0 is rejected, meaning that job satisfaction has a positive effect. and significant to the performance of glass stone employees.

III. DISCUSSION

a. Motivation on the performance of Rantau Prapat stone glass employees

The motivation on the rantauprapat stone glass can be categorized as good. This is evidenced by the results of the questionnaire obtained an average of 4.18 with good answer criteria. However, in fact, from all indicators that on average get good answer criteria, there are indicators that have the lowest value, namely the motivation dimension from leaders who are less active in giving enthusiasm, an average value of 4.05 is obtained with good answer criteria. In this case, the leadership and employees should be able to maintain open communication in order to create a cohesive working group in order to achieve its goals

b. Communication on the performance of Rantau Prapat stone glass employees

Employee communication on the glass stone rantauprapat can be categorized as good. This is evidenced by the results of the questionnaire obtained an average of 4.16 with good answer criteria. However, in fact, from all indicators that on average get good answer criteria, there is an indicator that has the lowest value, namely the downward communication dimension from the leadership indicator providing information about how employees work, an average value of 4.01 is obtained with good answer criteria. In this case, the leadership and employees should be able to maintain open communication in order to create a cohesive working group in order to achieve its goals.

c. Job satisfaction on the performance of Rantau Prapat stone glass employees

Each employee has a different level of satisfaction, someone will feel satisfied if their needs are met. Based on the dimensions used in this research, the results obtained can be explained that job satisfaction in stone glass can be categorized as satisfied. This can be proven based on the results of the questionnaire obtained an average value of 4.13 with satisfied answer criteria.

IV. CONCLUSION

Based on the results of the analysis and discussion conducted, the following conclusions can be drawn: 1. Work motivation has a positive and significant effect. This shows that motivation plays a very important role in improving employee performance. The higher the employee's motivation, the higher the employee's performance. 2. communication has a positive and significant effect. This shows that communication plays a very important role in improving employee performance. The better the communication, the higher the employee's performance. 3. Job satisfaction has a positive and significant effect on employee performance on glass stones. This shows that job satisfaction plays a very important role in improving employee performance.

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