THE EFFECT OF MOTIVATION AND JOB SATISFACTION ON EMPLOYEE PERFORMANCE AT THE BEKASI CITY GENERAL HOSPITAL

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Abstract

The importance of human resources is a determinant for the continuity of the company's operations. Employee performance problems occur due to excessive job satisfaction and result in employee motivation. This research was conducted at the general hospital in the city of Bekasi. In this study the authors use quantitative. The type of data used in this study was primary data and secondary data, with calculations using SPSS 25. The sample in this study was 133 respondents from the general hospital in the city of Bekasi. Based on the results of the research analysis on the variable work motivation (X1), a t count value of 0.0014 > 1.99962 (t table) was obtained with a sig of 0.989 > 0.05 or a significant value less than 0.05. Based on that, then H1 is accepted, which means that partially Work Motivation (X1) has a positive and significant effect on Employee Performance (Y). the variable Job Satisfaction (X2) obtained a t-count value of 1.188 > 1.99962 (t table) with a sig 0.237 > 0.05 or a significant value less than 0.05. It was concluded that partially Job Satisfaction (X2) has a positive and significant effect on Employee Performance (Y). Based on that, then H2 is accepted, which means that partially Job Satisfaction (X2) has a positive and significant effect on Employee Performance (Y), based on that H1 and H2 are accepted which means that simultaneously work motivation (X1) and Job Satisfaction (X2) positive and significant to Employee Performance (Y). Defines the quantitative method as a research method that is based on the philosophy of positivism and is used to investigate certain populations or samples, collect data using research instruments, analyze data quantitatively, and aims to test established hypotheses. a research design is considered qualified or accurate if the research design includes all the steps involved in conceptualizing, developing, and conducting research. In other words, good research design helps researchers and others interested in research understand how variables interact, how data is collected, and so on. This allows everyone involved in the research to benefit from it. Therefore, the research design must be precise. Based on the results of the research analysis on the variable work motivation (X1), a t count value of 0.0014 > 1.99962 (t table) was obtained with a sig of 0.989 > 0.05 or a significant value less than 0.05. Based on that, then H1 is accepted, which means that partially Work Motivation (X1) has a positive and significant effect on Employee Performance (Y). the variable Job Satisfaction (X2) obtained a t-count value of 1.188 > 1.99962 (t table) with a sig 0.237 > 0.05 or a significant value less than 0.05. It was concluded that partially Job Satisfaction (X2) has a positive and significant effect on Employee Performance (Y). Based on that, then H2 is accepted, which means that partially Job Satisfaction (X2) has a positive and significant effect on Employee Performance (Y), based on that H1 and H2 are accepted which means that simultaneously work motivation (X1) and Job Satisfaction (X2) positive and significant to Employee Performance (Y).
Keywords: Work Motivation, Job Satisfaction and Performance

I. INTRODUCTION

In general, every company aims to be able to achieve its goals and objectives in accordance with what has been determined. To achieve these goals must be supported by good employee performance. However, companies often experience difficulties in assessing an employee's performance accurately. Performance appraisal is used by companies to assess the performance of their employees to evaluate the results of employee work. If the performance appraisal is done correctly, it will be known what kind of human resources the company has so that the company will be able to more easily achieve its goals. In implementing the achievement of goals is not an easy thing for the business world. Factors that encourage morale is to provide motivation and job satisfaction. Motivation and job satisfaction is an incentive that can affect employee behavior, in this case the behavior in question is the activities that must be carried out by employees to produce optimal work. With motivation and job satisfaction, employees can increase and improve their performance.

II. LITERATURE REVIEW AND HYPOTHESES DEVELOPMENTS

There are several known terms related to work motivation including desire, stimulation, encouragement and need, in this case motivation is used which can be referred to as a person's individual condition that urges a person's will to carry out activities to achieve goals. Suyukoh et al., (2021) considered that motivation work is a condition in which a person who needs appreciation for his work, gets an intimate working atmosphere, job security, great compensation, and interesting work. Stated that work motivation can be expressed as a potential force that exists within a person and can be raised independently or through various external sources which basically revolve around non-monetary rewards and monetary rewards which can be influenced by performance results positively or negatively depending on the circumstances experienced by the person. concerned (Ali, Hapzi 2019)

According to Ulwiyah, W.Z. (2020) that motivation work is a process that explains intensity, direction as well as seriousness of a person to achieve goals. motivation is something a drive a need within the employee that needs to be met so that the employee can adapt to his environment (Kurniawan, 2021).

Job satisfaction is an effectiveness or emotional response to various aspects of work. A set of employee feelings about whether or not their job is enjoyable. The general attitude towards a person's work that shows the difference between the amount of appreciation the job receives and the amount they believe they should receive Afandi (2018).

Job satisfaction is a behavior of work employees related to work situations, cooperation between employees, rewards received at work, as well as matters relating to physical and psychological factors Rachmasari, P. (2021).

Akilah, F., & Rahman, D. (2020) defines job satisfaction as the income of employees who are happy or not about their work, this feeling can be seen from the good attitude of employees towards their work and everything that is experienced in the work environment.

So that it can be concluded that the meaning of job satisfaction is a positive attitude of the workforce including feelings and behavior towards their work through evaluating one job as a sense of respect in achieving one of the important values of work.

Performance is very important for the progress of an organization or company, if the employee's performance makes it easier for the company to achieve company goals Akbar, A., Ali., & Nursyam.A.R (2022). Arifin et al., (2019) argues that employee performance is the work that has been achieved by a group of employees in accordance with the duties and obligations assigned to them.

According to Afandi (2018) performance is the work result that can be achieved by a person or group of people in a company in accordance with their respective authorities and responsibilities in an effort to achieve organizational goals illegally, does not violate rules and does not conflict with morals and ethics. According to Gibran, S.K., & Suryani, I. (2019) performance is the result in quality and quantity, which achieves an employee who fulfills his duties in accordance with the responsibilities
given to him. Performance is the result or success of a person as a whole, over a certain period of time, in completing tasks compared to various options such as work standards, targets or criteria that have been previously set and mutually agreed upon (Soeharso, S.Y., & Psi, S.E.2020).

From this it can be concluded that employee performance depends on the skills appropriate to the duties and responsibilities given to him, based on the skills he has. Accompanied by the spirit of work to achieve company goals, as long as it does not violate the law with morals and ethics.

Figure 1: Research Framework (write your variables and hypothesis)

Based on the theoretical relationships described above, several research hypotheses can be formulated, including the following:

H1: Work motivation has a positive and significant effect on employee performance at the Bekasi City General Hospital

H2: Job satisfaction has a positive and significant effect on employee performance at the Bekasi City General Hospital.

H3: Motivation and job satisfaction have a positive and significant effect on employee performance at the Bekasi City General Hospital.

III. METHODS

Validity test

According to (Safitri, H. M., 2019), it shows the degree of accuracy between the data that actually occurs on the object and the data collected by the researcher. Validity test in research is used to test valid or correct questionnaires. Validity indicates the extent to which the accuracy and accuracy of a measuring instrument in carrying out the accuracy of the measuring instrument's functions.

If \( r_{\text{count}} > r_{\text{table}} \), then the variable is considered valid.

If \( r_{\text{count}} < r_{\text{table}} \), then the variable is considered invalid.

Reliability Test

The significance of conducting reliability testing is to determine whether research measuring devices are reliable and can be trusted. For the most part, measurement results can be trusted. The reliability test is carried out by considering the following criteria:

If the value of the reliability coefficient exceeds 0.6, the tool being evaluated is considered reliable. The instrument is unreliable if the reliability coefficient is less than or equal to 0.6.

Classical Assumption Test

In a regression model, the optimal non-linear estimator can be found by performing a classic assumption test, which requires that a number of
assumptions known as classical assumptions are met.

**Normality Test**
To evaluate whether the residual or confounding variables in the regression model are regularly distributed, a normality test is used. One of the two methods to determine whether the residuals are normally distributed or not is the kolmogroph statistical test. Therefore, if this is true:

- Sig. > 0.05 then the data is normally distributed.
- Sig. < 0.05 then the data is not normally distributed.

**Multicollinearity Test**
According to Sepriyana, D. (2019) is the use of multicollinearity tests when determining whether the independent variables in a model have comparable characteristics, because the independent variables are very similar there will be substantial correlation between them. Apart from these tests, it is very important to avoid unwanted habits when it comes to making decisions about the impact of partially testing each independent variable on the dependent. If the resulting VIF is in the range of 1-10, then multicollinearity does not exist.

**Heteroscedasticity Test**
When comparing one observation period with the next, the heteroscedasticity test looks for variations in the residual variance Pangestu, R. D. (2018). In the scatterplot image, heteroscedasticity can be seen, and there is no regression. Heteroscedasticity The distribution of data points must not be structured in such a way that the data points do not produce a wavy pattern that widens then narrows and widens again.

**Multiple Linear Regression Analysis**
Multiple linear regression can test more than one independent variable to see how it affects the dependent variable. The following is a mathematical representation of the regression equation:

\[ Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \ldots + \beta_n X_n + e \]

An analysis of this formula was then carried out to translate the formula into this study:

\[ KP = \beta_0 + \beta_1 BI + \beta_2 KLP + e \]

Where:
- KP = Purchase Decision
- BI = Brand Image
- KLP = Product Quality
- E = Error term

Reflective and formative indicators can be analyzed and created using PLS. Algorithms for size and flexibility dimensions are also not problematic and can be examined using a variety of indicators (Ghozali, 2008).

**Results**
Partial Test (T-Test) above, it can be seen that for the variable Work Motivation (X1), the t-count value is 0.0014 > 1.99962 (t table) with a sig of 0.989 > 0.05 or a significantly smaller value from 0.05.

**Measurement model**
For quantitative research data, a questionnaire scale is needed. The measurement scale is an opportunity that is used as a basis for determining how long the intervals are in the measuring instrument, so that the measuring instrument when used as a basis for determining how long the intervals are in the measurement, so that when the measuring instrument is used in measurements it will produce quantitative data (Sujarweni, 2021).

**The Assessment of Structural Model**
variable work motivation (X1), a t count value of 0.0014 > 1.99962 (t table) was obtained with a sig of 0.989 > 0.05 or a significant value less than 0.05. Based on that, then H1 is accepted, which means that partially Work Motivation (X1) has a positive and significant effect on Employee Performance (Y). The variable Job Satisfaction (X2) obtained a t-count value of 1.188 > 1.99962 (t table) with a sig 0.237 > 0.05 or a significant value less than 0.05. It was concluded that partially Job Satisfaction (X2) has a positive and significant effect on Employee Performance (Y). Based on that, then H2 is accepted, which means that partially Job Satisfaction (X2) has a positive and significant effect on Employee Performance (Y), based on that H1 and H2 are accepted which means that simultaneously work motivation (X1) and Job Satisfaction (X2) positive and significant to Employee Performance (Y).

**Hypothesis Testing**
H1: Work motivation has a positive and significant effect on employee performance at the Bekasi City General Hospital
H2: Job satisfaction has a positive and significant effect on employee performance at the Bekasi City General Hospital.

H3: Motivation and job satisfaction have a positive and significant effect on employee performance at the Bekasi City General Hospital.

Discussions

Based on the results of the discussion of this research in Chapter IV which has been carried out regarding the influence of motivation and job satisfaction on employee performance at the Bekasi City Regional General Hospital, the following conclusions can be drawn:

Based on the Partial Test (T test) in this research, it can be seen that the first hypothesis (H1) is accepted. It can be concluded that there is a positive and significant influence partially between work motivation on employee performance at the Bekasi City Regional General Hospital.

Based on the partial test (T test) in this research, it can be seen that the second hypothesis (H2) is accepted. It can be concluded that there is a positive and significant influence partially between job satisfaction on employee performance at the Bekasi City General Hospital.

V. CONCLUSIONS

1. For the Bekasi City General Hospital. It is hoped that the Bekasi City Regional General Hospital will always improve services in order to achieve patient satisfaction, especially for inpatients.

2. For Further Researchers. In order for future researchers to be able to increase the number of research variables and add more than one different number of objects to find out the comparison of research survey results from different objects and be able to further develop further research. In addition, it is hoped that future researchers will use variables other than career development as mediating variables because there are still many other variables that can be developed.

REFERENCES


