

THE INFLUENCE OF MOTIVATION AND JOB SATISFACTION ON EMPLOYEE PERFORMANCE AT THE PALOPO CITY EDUCATION OFFICE

Ummi Kulsum¹, Citra², Alma Safira³, Renaldi⁴, Yuda Satria Nugraha*⁵
Andi Djemma University of Palopo, Indonesia^{1,2,3,4,*5}
ummikul91833@gmail.com¹, renaldi@unanda.ac.id⁴, yuda@unanda.ac.id^{*5}

Abstract: In organizational success, one of the factors that influences employee performance is human resources. Human resources are the actors in the entire management process in an organization starting from the level of planning, organizing, directing to evaluating all organizational management activities. Human resources include motivation and job satisfaction. In this research, the data collection techniques used were observation, administering questionnaires and interviews. This research raises the issue of the influence of motivation and job satisfaction on employee performance at the Palopo City Education Office. The population in this study was employees at the Palopo City Education Office, totaling 115 people. Using random sampling technique, 54 people were taken as samples. The results of the study indicate that simultaneously motivation and job satisfaction have a significant effect on employee performance at Palopo Education Office. This is evidenced by the results of the F-test, namely a significance value of 0,001 which is less than 0,10. Partially, motivation has a significant effect on employee performance at Palopo Education Office. This is evidenced by the results of the T-test, namely a significance value of 0,004 which is less than 0,10. Job satisfaction does not have a significant effect on employee performance at Palopo Education Office. This is evidenced by the results of the T-test, namely a significance value of 0,711 which is greater than 0,10. The variables of motivation and job satisfaction can explain 24,5% of their influence on employee performance at Palopo Education Office, the remaining 75,5% is influenced by other variables outside the model.
Keywords: Employee Performance; Job Satisfaction; Motivation

INTRODUCTION

The success of an organization is highly dependent on various factors, one of which is human resources. Employees play a central role in the entire management process, from planning, organizing, directing, to evaluation. By paying special attention to the quality of knowledge, skills, and employee welfare, organizations can ensure that their employees are motivated and satisfied in their work to provide the best performance.

Employee performance is the result achieved by employees in their work according to certain criteria that apply to a particular job. Employee performance is a function of the interaction between ability and motivation. In management studies, employee performance is something that requires important consideration. This is because the individual performance of an employee in an organization is part of the organization's performance, and can determine the performance of the organization. The success or failure of employee performance that has been achieved by the organization will be influenced by the level of performance of employees individually and in groups (Budiyanto, 2020). Employee performance indicators include quality, quantity of work, timeliness, effectiveness of resource use, and independence (Silaen, 2021) (Fatmawati, 2020).

Motivation is one of the key factors that can affect employee performance. Motivation is an internal and external drive within a person that is indicated by the presence of passion, interest, needs, hopes, ideals, and appreciation. Motivation is something that makes people act or behave in certain ways. So, they are motivated according to their needs. If the motivation given is taken and applied properly, it will create a passion to continue to move forward together and be loyal to the company. However, if the motivation given to employees is not enough, then the performance given will also not be good (Maharani, 2023). Motivation is said to be a need that drives actions towards a certain goal. Work motivation is something that creates enthusiasm or work motivation. Work motivation is usually called a work spirit booster. The strength and weakness of a person's work motivation also determine the size of the achievement (Goni, 2021). Therefore, motivation greatly influences the performance of an employee in a company (Suparman, 2023) (Basyid, 2024) (Rahmawati, 2024) (Basalamah, 2022). In addition to motivation, job satisfaction is also an important factor that influences employee performance. Job satisfaction is an emotional response to various aspects of the work that a person does. Job satisfaction is a pleasant or emotionally positive condition that comes from a person's assessment of their work or work experience (Paparang, 2021). Job satisfaction can be defined as a result of employee perceptions of how well their work provides things that are considered important (Fauziek, 2021). Job satisfaction can vary and differ between individuals, depending on the values they hold. Everyone who works hopes to get satisfaction from their place of work. The more aspects of the job that are in accordance with the individual's activities, the higher the level of satisfaction felt. This will also have a positive impact on employee performance in an organization (Rediansyah, 2023) (Subiyanti, 2022) (Pazrina, 2024) (Octavianti, 2022).

This study aims to examine the influence of motivation and job satisfaction on employee performance at the Palopo City Education Office. The results of this study are expected to provide an important contribution to the development of human resource management in the Palopo City Education Office as well as for academic studies in the field of management. Research related to this topic has also been conducted by Wulansari (2024). The results of the study showed that there was a simultaneous or significant influence of motivation and job satisfaction on employee performance at the Tanjung Jabung Barat Regency Education Office. Maulana's research (2024) also showed that there was a simultaneous influence of motivation and job satisfaction on employee performance at the Bima Regency Animal Husbandry Office. However, partially, motivation did not have a significant effect on employee performance in the office. Awwali's research (2024) stated that job satisfaction did not have a significant effect on employee performance. The framework for this study is shown in Figure 1.

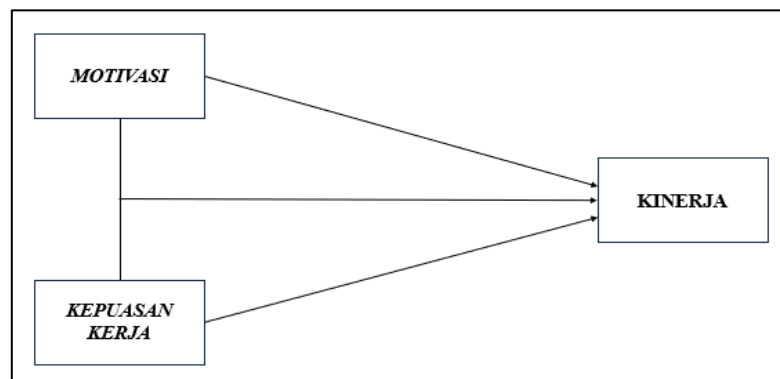


Figure 1. Research Framework

METHOD

The research method used is a causal relationship study with a quantitative approach. This approach was chosen because it is suitable for identifying and measuring the influence of independent variables (motivation and job satisfaction) on dependent variables (performance) in a systematic and measurable manner. The quantitative approach allows researchers to collect statistical data that can be tested for validity, so that it can provide more objective and accountable results (Andriyani, 2024). The population in this study consisted of 115 employees at the Palopo City Education Office. Based on the Slovin formula with a significance level of 10%, a minimum sample size of 54 people was obtained. The sampling technique used was the random sampling technique. Data collection was carried out through the use of a specially developed questionnaire. This questionnaire is designed to collect information about employee motivation, job satisfaction, and performance. The questionnaire contains well-structured questions, so that it can produce data that can be analyzed quantitatively. The collected data were analyzed using multiple linear regression analysis techniques to test the causal relationship between motivation and job satisfaction variables with performance variables. Motivation is a drive for employees that creates work enthusiasm in achieving organizational goals. Job satisfaction is an emotional state related to how employees view their work. Performance is an employee's work achievement measured based on established standards/criteria. The results of the data analysis were carefully interpreted to identify key findings and their practical implications for the Palopo City Education Office. The results of this study are expected to provide valuable insights for the management of the agency in improving the effectiveness of motivation, job satisfaction, and employee performance.

RESULTS AND DISCUSSION

This study aims to examine the influence of motivation and job satisfaction on employee performance at the Palopo City Education Office. Data collection was conducted through questionnaires distributed to 54 employees out of a total of 115 employees. Table 1 shows the characteristics of the respondents in this study. Based on the table, it is known that the respondents in the study were dominated by women with an age range of 31-35 years with a final education level of S1.

Table 1 Characteristics of Respondent

	Variabel	Frequent	Percentage
Gender	Female	39	72,2%
	Male	15	27,8%
	Total	54	100%
Age	<25 years old	6	11,1%
	26-30 years old	8	14,8%
	31-35 years old	18	33,3%
	36-40 years old	17	31,5%
	>40 years old	5	9,3%
	Total	54	100%
Education Background	D3	6	11,1%
	S1	40	74,1%
	S2	8	14,8%
	S3	0	0%
	Total	54	100%

Source: Processed Data (2024)

Next, the researcher conducted validity and reliability tests on the questionnaire that had been developed. According to Ghozali (in Zubaidah: 2020) a questionnaire is said to be valid if the questions and questionnaire are able to reveal something that will be measured by the questionnaire. Based on the results of the validity test, it was obtained that there was 1 invalid motivation questionnaire item so that it could not be included in the research instrument. As for the results of the reliability test, the three questionnaires were declared reliable. The results of the test are shown in Table 2 and Table 3.

Table 2 Validity Test

Code	M	KK	KP	Results
M1	0,774			Valid
M2	0,747			Valid
M3	0,497			Valid
M4	0,840			Valid
M5	0,648			Valid
M6	0,582			Valid
M7	0,098			Not Valid
KK1		0,643		Valid
KK2		0,766		Valid
KK3		0,586		Valid
KK4		0,376		Valid
KP1			0,664	Valid
KP2			0,591	Valid
KP3			0,651	Valid
KP4			0,745	Valid
KP5			0,687	Valid

Tabel 3. Reliability Test

Variable	Cronbach Alpha	Results
Motivation	0,652	Valid
Working Satisfaction	0,831	Valid
Performance	0,666	Valid

Source: Processed Data (2024)

After that, the F test and T test were conducted. The F test was used to determine the effect of independent variables (motivation and job satisfaction) simultaneously on the dependent variable (performance). The T test was used to determine the effect of each independent variable partially on the dependent variable. The test results are shown in Table 4 and Table 5.

Table 4 f Test (Stimulant)

	Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	35.442	2	17.721	8.284	.001 ^b
	Residual	109.095	52	2.139		
	Total	144.537	53			

Source: Processed Data (2024)

Based on Table 4, a significance value of $0.001 < 0.10$ was obtained. This shows that the variables of motivation and job satisfaction have a significant effect on employee performance at the Palopo City Education Office.

Table 5 t (Partil)

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	9.648	2.598		3.713	.001
1 Motivasi	.342	.113	.459	3.014	.004
Kepuasan Kerja	.061	.165	.057	.373	.711

Source: Processed Data (2024)

Based on Table 5, the significance value for the motivation variable is $0.004 < 0.10$ and the significance value for the job satisfaction variable is $0.711 > 0.10$. This shows that the motivation variable has a significant effect on employee performance at the Palopo City Education Office, while the job satisfaction variable does not have a significant effect on employee performance at the Palopo City Education Office. In addition, the multiple linear regression equation for this study can be written as follows:

$$Y = 9,648 + 0,342X_1 + 0,061X_2$$

The multiple linear regression equation can be described as follows:

1. The resulting constant value is 9.648. This means that if the motivation and job satisfaction variables have a value of 0, then the performance variable has a value of 9.648.
2. The motivation regression coefficient value is positive (+) at 0.342. This means that if the motivation variable increases by 1 unit, the performance variable increases by 0.342 units.
3. The job satisfaction regression coefficient value is positive (+) at 0.061. This means that if the job satisfaction variable increases by 1 unit, the performance variable increases by 0.061 units.

Table 6 Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.495 ^a	.245	.216	1.46257

Based on Table 6, the calculation results show a determination coefficient of 0.245 or 24.5%. This means that the variables of motivation and job satisfaction can explain 24.5% of their influence on employee performance at the Palopo City Education Office, the remaining 75.5% is influenced by other variables outside the model.

The Influence of Motivation on Employee Performance

Motivation has a positive and significant influence on employee performance. This shows that increasing employee motivation can improve their performance. This study is supported by the theory put forward by Mesursa Sutriano (2011) and research by Pusano (2017) which concluded that motivation has a positive influence on employee performance. Motivation is one of the important factors in improving employee performance. This shows the attention of a leader by providing opportunities for employees to excel and develop their potential. By providing space to explore creativity, companies can produce good and quality employee performance. Maintaining positive motivation is very important because it can improve employee performance. The aspect that needs to be considered is how leaders provide balanced attention between employee interests and company interests. The results of hypothesis testing have proven that there is a positive and significant influence on the motivation variable on employee performance. The Influence of Job Satisfaction on Employee Performance

Job satisfaction is a (positive) attitude of workers towards their work, which arises based on an assessment of the work situation. The research can be conducted on one of their jobs, the assessment is carried out as a sense of appreciation in achieving one of the important values in the job. Satisfied employees prefer their work situation to those who dislike it. Job satisfaction and employee performance are two things that are closely related. Employees who are satisfied with their jobs tend to have better performance than employees who are dissatisfied. The results of hypothesis testing have proven that there is no significant influence on the variable of job satisfaction on employee performance at the Palopo City Education Office. This may be caused by other factors that are more dominant in influencing employee performance at the Palopo City Education Office.

CONCLUSION

Based on the results of the study and discussion, the researcher concluded that motivation and job satisfaction simultaneously have a significant effect on employee performance at the Palopo City Education Office. Partially, motivation has a significant effect on employee performance, while job satisfaction does not have a significant effect on employee performance at the Palopo City Education Office. Therefore, efforts are needed from the agency to maximize motivation and encourage employee work enthusiasm so that they can feel satisfied with their work, so that it has a positive implication on employee performance at the Palopo City Education Office

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