



THE EFFECT OF WORK MOTIVATION, WORK FACILITIES, AND JOB SATISFACTION ON EMPLOYEE PERFORMANCE AT PT. LASKAR TEKNIK INDONESIA

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Abstract: *This study aims to examine, analyze, and interpret the effect of Work Motivation, Work Facilities, and Job Satisfaction on the performance of employees at PT. Reads Media Indonesia. The research is descriptive-quantitative in nature. The population and sample consist of 32 employees. Data collection methods include interviews, questionnaires, and literature studies. The research data will be analyzed using statistical testing tools with SPSS 24 software. The results of the study show that: Work Motivation has a positive and significant effect on the performance of employees at PT. Laskar Teknik Indonesia. In general, Work Motivation has a strong influence on improving employee performance. Employee performance is crucial for achieving organizational goals. Work Facilities have a positive and significant effect on the performance of employees at PT. Reads Media Indonesia. Work Facilities are a crucial factor that supports employees' activities, encouraging them to consciously use their full energy and thought processes to support the organization's objectives. Job Satisfaction has a positive and significant effect on the performance of employees at PT. Reads Media Indonesia. The goal of Job Satisfaction is to meet the employees' economic needs and to increase work productivity in advancing the organization, as employees are motivated to work better to achieve the set training targets.*

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Introduction

The competitive advantage of a company/organization heavily relies on its ability to achieve its goals. Achieving these goals is supported by the company's human resources who can perform their tasks in accordance with company standards. These standards are met when employees demonstrate good performance. An increase or decrease in employee performance is influenced by the work motivation implemented by leadership, the adequacy of work facilities, and the job satisfaction experienced by employees.

An organization's performance is greatly determined by its employees, and thus, when measuring the performance of a company, it is usually evaluated based on employees' work output, discipline, and attendance. Good employee performance will impact the overall performance of the organization, which can ultimately be seen in the organization's achievements. Performance is the result achieved by an individual within an organization in the process of reaching the organization's goals over a certain period (Tika, 2011:121). Employee performance is individual in nature since every employee has varying levels of ability in completing their work. Performance in a company reflects whether or not the company's goals have been achieved. Supervisors or managers often overlook employee performance unless it has deteriorated to the point where the company faces a serious crisis.

Based on the researcher's observations, the phenomenon of employee performance at PT. Laskar Teknik Indonesia shows that many employees lack discipline, leave work earlier than scheduled, and some frequently leave the office during working hours. Employee performance is not always in good condition. It is influenced by several factors, including the employee's own abilities and skills, the availability of facilities, motivation from leadership, the compensation system, the workload, and cooperation among colleagues (Hasibuan, 2011:35).

Employees with high performance will take full responsibility for their work, are willing to take risks, set realistic goals, create work plans, and strive to implement those plans. The benefits of performance appraisals for companies include improving harmonious relationships in achieving company goals, developing long-term expectations, solidifying company culture, identifying employees with potential to become future leaders, and increasing company profits. Any activity conducted collectively requires a leader to ensure success and improve performance. Work motivation is an approach used to understand the success of leadership, focusing on what actions the leader takes (Winardi, 2015:78). According to Robbins (2013:167), democratic work motivation describes leaders who tend to involve employees in decision-

making, delegate authority, encourage participation in deciding work methods and objectives, and use feedback as an opportunity to train employees.

Employees at PT. Laskar Teknik Indonesia evaluate their leadership as one where authority is not absolute, the leader prioritizes teamwork in achieving goals, provides guidance to employees who do not fully understand tasks, provides moderate supervision, and balances praise and criticism. However, some employees dislike that the leader occasionally assigns work beyond their capacity, which must be completed within a set timeframe, often requiring them to work late into the night.

A leader has the capacity to read the situation they are facing and adjust their work motivation accordingly, even if the adjustment is only temporary. Every leader has their own unique traits, habits, and personality, which distinguishes their behavior and style from other leaders.

A leader's work motivation significantly affects employee performance and the achievement of goals. Choosing the right and appropriate work motivation can guide the achievement of both individual and organizational goals, whether in companies or government institutions. If the implemented work motivation is not appropriate, it can lead to the neglect of organizational goals, unclear direction for employees, and a decrease in employee performance (Robbins, 2013:168).

Leaders are tasked with improving employee performance. In addition to encouragement from leaders, another factor that enhances employee performance is work facilities. According to Buchari (2011:12), facilities are the provision of physical tools to ease the tasks of users, thus fulfilling their needs.

A task is considered efficient if it can be completed easily, cheaply, in a short time, with minimal burden, and over a short distance. Both public and private sectors rely heavily on work facilities or equipment to complete tasks efficiently and achieve optimal results. Therefore, it demands readiness and capability from individuals to operate these facilities or equipment.

The work facilities currently available at PT. Laskar Teknik Indonesia are considered inadequate to support employee activities. The number of facilities is generally insufficient to meet employees' needs. Adequate work facilities will foster effective and efficient work outcomes, promoting quality improvements in line with the work standards set by the organization. The work facilities provided by the organization must align with the organization's needs so that employees can perform their tasks effectively (Hasibuan, 2011:183).

Employee job satisfaction also significantly supports employee performance. Job satisfaction is defined as the extent to which an individual feels positively or negatively about various factors or dimensions of their job tasks. Job satisfaction in work is the contentment derived from the job, receiving praise for work accomplishments, placement, treatment, equipment, and a good and comfortable motivational environment. This attitude is reflected in work morale, discipline, and job performance. Job satisfaction is enjoyed both within and outside of the job (Hasibuan, 2011:203).

The satisfaction of employees at PT. Laskar Teknik Indonesia is still lacking due to insufficient support from colleagues in the performance of their duties. Additionally, praise for job performance is inadequate, causing employees with good performance to feel unappreciated by leadership.

Work motivation, work facilities, and job satisfaction are factors that greatly influence employee performance. The better the work motivation, the more complete the work facilities, and the more satisfied employees are with their work, the more employee performance will improve. Conversely, poor and ineffective work motivation, inadequate work facilities, and declining job satisfaction will result in decreased employee performance.

I. THEORETICAL REVIEW

1. Work Motivation

Work Motivation is closely related to the environment surrounding the tasks carried out by employees. The main factor influencing Work Motivation is the atmosphere and supporting facilities in performing the work. The organizational environment greatly supports the performance of an employee. The organizational environment here refers to a set of measurable motivational traits based on the collective perception of people living and working in that environment, which is shown to influence their motivation and behavior (Wilson, 2013).

2. Work Facilities

Work facilities are physical tools that support company activities and are used in the company's daily operations. Facilities are a crucial factor in increasing job satisfaction and performance in an organization. The use of equipment and machinery is one of the aspects that attract attention in modern office work. Complete facilities contribute significantly to a company's success.

The types and functions of the facilities used by each company vary. The larger the company's activities, the more complete the facilities and supporting tools in the process of achieving its goals.

Facilities can also be seen as tools to achieve the company's objectives, and one of the factors supporting this is the work facilities for employees, which play a crucial role in ensuring the smooth completion of tasks, allowing the work to be done as expected (Cut Ermiati and Teridah Sembiring, 2012:10).

3. Job Satisfaction

Job satisfaction is an emotional state that can be pleasant or unpleasant for employees as they view their work. Job satisfaction reflects a person's feelings toward their job. It is evident in the positive attitude of employees towards their work and everything they encounter in their motivation (Sedarmayanti, 2012:78). Job satisfaction is also important for self-actualization. According to Sedarmayanti (2012:78), employees who do not experience job satisfaction will never achieve psychological stability and will eventually feel frustrated. Such employees tend to daydream, have low work morale, get tired and bored quickly, exhibit unstable emotions, frequently take leave, and engage in activities unrelated to their current job. Employees who enjoy job satisfaction generally have better attendance records, lower turnover rates, and perform better compared to employees who do not experience job satisfaction. External job satisfaction refers to the satisfaction an employee enjoys outside of work, with the remuneration they receive and the results of their work, which allow them to meet their needs. Job satisfaction that combines both internal and external factors reflects an employee's balanced emotional state between rewards and the performance of their tasks. Employees who enjoy this combined job satisfaction will feel content when their work results and rewards are perceived as fair and appropriate.

4. Performance

Human resources pose a particular challenge for management, as the success of management and other aspects relies on the quality of human resources. The performance sought by companies depends on the capabilities, motivation, and support individuals receive. If the individuals within the company, i.e., the human resources, function effectively, the company will also operate effectively. In other words, the sustainability of the company depends on employee performance. According to Soeprihanto (2011:34), performance or job achievement is essentially the result of an employee's work over a certain period, compared to possibilities such as

standards, targets, or performance previously determined and agreed upon. Mangkunegara (2011:67) states that employee performance is the result of the quality and quantity of work achieved by an employee in carrying out their duties in accordance with the responsibilities assigned to them.

II. RESEARCH METHODOLOGY

The research design and type used a quantitative method. The research location is PT. Laskar Teknik Indonesia. The research was conducted over two months, followed by data analysis of the research results. The population and sample consist of 32 employees (The population in this research is all employees of PT. Laskar Teknik Indonesia). The data analysis technique is quantitative descriptive analysis.

III. DISCUSSION OF RESEARCH RESULTS

1. The Effect of Work Motivation on Employee Performance at PT. Laskar Teknik Indonesia

Since the t-calculation value is 6.136, which is greater than the t-table value of 2.021, it means that the Work Motivation variable has a significant effect on the performance of employees at PT. Laskar Teknik Indonesia. Work Motivation is closely related to the atmosphere and supporting facilities in carrying out tasks. The atmosphere of an organization greatly supports the performance of an employee. The organizational environment refers to a set of measurable motivational traits based on the collective perception of individuals living and working in that environment, influencing their motivation and behavior (Wilson, 2013).

2. The Effect of Work Facilities on Employee Performance at PT. Laskar Teknik Indonesia

Based on the research hypothesis results, it was found that compensation (X₂) significantly affects employee performance (Y), with a regression coefficient value of 0.258. This shows that Work Facilities have a significant effect on the performance of employees at PT. Laskar Teknik Indonesia. Thus, if compensation increases by one unit, employee performance will increase by 0.258, assuming the other independent variables remain constant. Work facilities significantly impact the performance of employees at PT. Laskar Teknik Indonesia. This indicates that work facilities have a significant influence on employee performance. The better the work facilities, the better the employee performance, and vice versa. The research results show that work facilities significantly affect employee performance at PT. Laskar Teknik Indonesia based on the t-test. This aligns with the theory presented in previous chapters, and

various factors contribute to this, such as most employees being permanent staff with high ranks but not being entrusted with career positions. Consequently, the expected work facilities are not adequately provided. However, employees with high ranks and significant seniority usually have good performance and work experience. In this case, employees do not have access to high-level work facilities because career position assessments are not based on performance but rather on personal relationships with leadership, leading to high emotional connections that earn trust.

3. The Effect of Job Satisfaction on Employee Performance at PT. Laskar Teknik Indonesia

Based on the research hypothesis results, Job Satisfaction (X3) significantly affects employee performance (Y), with a regression coefficient of 0.688. This indicates that training is essential to produce good employee performance and improve the performance of PT. Laskar Teknik Indonesia, in line with the goals set by leadership and the organization. If training increases by one unit, employee performance will increase by 0.688, assuming the other independent variables remain constant. Job satisfaction has a significant effect on employee performance. Hypothesis testing proves that job satisfaction significantly affects the performance of employees at PT. Laskar Teknik Indonesia. This is because many employees feel they have friendly colleagues, and leaders or colleagues often praise their work achievements. This indicates that job satisfaction improves employee performance. The results show that job satisfaction is one of the factors influencing employee performance.

4. The Effect of Work Motivation, Work Facilities, and Job Satisfaction on Employee Performance at PT. Laskar Teknik Indonesia

The research results show that collectively, all independent variables—Work Motivation (X1), Work Facilities (X2), and Job Satisfaction (X3)—significantly affect employee performance (Y). Individually, each independent variable—Work Motivation (X1), Work Facilities (X2), and Job Satisfaction (X3)—significantly affects employee performance (Y). Work Motivation is the most dominant factor influencing employee performance. Therefore, PT. Laskar Teknik Indonesia must pay more attention to the Work Motivation variable as it plays a significant role in influencing the overall performance of employees at PT. Laskar Teknik Indonesia.

V. CONCLUSION AND RECOMMENDATIONS

A. Conclusion

Based on the data analysis results, the conclusions that can be drawn are as follows:

1. There is a significant effect of Work Motivation, Work Facilities, and Job Satisfaction individually on employee performance at PT. Laskar Teknik Indonesia.
2. There is a significant collective effect of Work Motivation, Work Facilities, and Job Satisfaction on employee performance at PT. Laskar Teknik Indonesia.
3. Work Motivation is the most dominant variable influencing employee performance at PT. Laskar Teknik Indonesia.

B. Recommendations

The researcher offers the following recommendations based on the research results:

1. It is crucial to give appreciation to employees to foster positive behavior and performance, enabling them to perform their tasks well. Smart leaders can increase employee motivation by giving personal attention, such as a pat on the back, handwritten notes, or brief comments in the hall. When offering rewards or recognition, try to be more specific. Being specific lets employees know that their actions are truly being monitored. High levels of employee motivation will naturally be achieved through these results.
2. Leadership is not only needed by those with the title or position of a leader; within a smaller scope, every individual is a leader of themselves. Improving leadership skills not only positively impacts career advancement but also charisma and self-confidence. Both are needed in the workplace and daily life. One key point to being a good leader is to lead by example. If a leader is bossy and frequently gives orders without concrete examples, subordinates will be reluctant to follow and may even resist. However, if a leader does not talk much or give many commands but simply demonstrates good behavior, subordinates will sympathize and even see the leader as a role model.

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