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The Influence of Motivation and Job Satisfaction on Employee Performance at PT. Sustraco Adikreasi

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ABSTRACT
This study examines the effect of motivation and job satisfaction on employee performance at PT Sustraco Adikreasi. This topic is important because employee performance directly impacts the organisation's success. Despite numerous studies on similar variables, limited research investigates this relationship in the corporate context of PT Sustraco Adikreasi, highlighting its novelty. This study contributes to the literature by providing empirical evidence and practical insights into the role of motivation and satisfaction in improving performance. An associative quantitative method was used by distributing questionnaires to 50 respondents. Data were analysed using multiple linear regression, t-test, F-test, and coefficient of determination with the help of SPSS software. The findings show that motivation and job satisfaction positively and significantly influence employee performance individually and simultaneously. The results show that increasing motivation and satisfaction can significantly improve work performance.

Keywords: *Motivation, job satisfaction, employee performance*

INTRODUCTION

In an increasingly competitive business world, human resources play an important role in determining the success and survival of the company. One of the main factors that influences the success of an organisation is employee performance, because employees are the spearhead of daily operational implementation. Optimal performance will support the achievement of company targets efficiently and effectively.

However, improving employee performance cannot be separated from two main factors: work motivation and job satisfaction. Work motivation reflects internal and external drives influencing employee behaviour to achieve work goals. Employees who have high motivation tend to show enthusiasm, discipline, and loyalty to their work. Meanwhile, job satisfaction is a pleasant or unpleasant emotional condition of a person towards their work. A high level of job satisfaction will make employees feel valued and comfortable at work, positively impacting their performance.

PT Sustraco Adikreasi is a company engaged in the service sector, where employee performance strongly influences service quality. Based on initial observations, there are indications that some employees have not shown maximum performance. This raises questions about internal factors that may affect their productivity, especially related to motivation and job satisfaction. This study aims to: (1) know the effect of work motivation on employee performance. (2) Knowing the effect of job satisfaction on employee performance. (3) Knowing the effect of motivation and job satisfaction simultaneously on employee performance at PT Sustraco Adikreasi.

This research is hoped to contribute to developing a more effective human resource management strategy and become a reference for companies in improving overall employee performance.

LITERATURE REVIEW

Work Motivation

Work motivation is an impulse that arises from within an individual or from the work environment that encourages someone to do their job optimally. According to Robbins and Judge (2016), motivation is a process that explains a person's intensity, direction, and persistence in achieving goals. Motivation theories such as Maslow's Hierarchy of Needs Theory, Herzberg's Two-Factor Theory, and Vroom's Expectancy Theory explain how basic needs, hygiene factors, and individual expectations influence work behaviour.
Indicators of work motivation include:
1) Physiological needs
2) Job security
3) Social relationships
4) Reward
5) Self-actualizationSelf-actualization

The higher the work motivation, the more likely the individual will show productive and responsible performance.

Job Satisfaction

Job satisfaction refers to a person's positive feelings about their job. According to Mangkunegara (2017), job satisfaction is a feeling that supports or does not support the work. Job satisfaction is influenced by salary, relationships with superiors and coworkers, and self-development opportunities.
Indicators of job satisfaction:
1) Salary or compensation
2) Work environment
3) Interpersonal relationships
4) Development opportunities
5) Recognition of work results

A high level of job satisfaction will increase employee loyalty and productivity.

Employee Performance

Performance is the quality and quantity of work an employee achieves in carrying out their duties per the responsibilities given. According to Mangkunegara (2017), performance is influenced by ability, motivation, and perception of one's work.
Employee performance indicators include:
1) Work quality
2) Work quantity
3) Punctuality
4) Attendance and discipline
5) Initiative and responsibility

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Table 1: Previous Research

No	Name of Research (Year)	Research Title	Similarities	Differences	Research Results
1	Tri Finta Syandi Syah Endra Journal Among Makarti Vol 14 N0.2-Year (2021)	The Effect of Motivation and Job Satisfaction on Employee Performance at Dazzel Company Yogyakarta	Motivation, Job Satisfaction, and Employee Performance	-	Motivation has a positive and significant effect on employee performance. Job satisfaction also positively and significantly affects employee performance.
2	Rizki Rahmawani & Hery Syahrial Scientific Journal of Management and Business (JIMBI),2(1) (2021:2740)	The Effect of Work Motivation and Job Satisfaction on Employee Performance at PT. Sinarmas Medan	Work Motivation, Job Satisfaction, and Employee Performance	-	Work motivation and job satisfaction positively and significantly impact employee performance.
3	Ida Bagus Wahyu Swadiputra & Anak Agung Dwi Widyani Golden Journal Vol. 3, No 9 (2022)	The Influence of Motivation and Job Satisfaction on Employee Performance at Ayudana Merta Cooperative	Motivation, Job Satisfaction, and Employee Performance	-	Motivation and job satisfaction both positively and significantly influence employee performance.
4	Putri Maulidyah Ayu Larasati Journal of Science and Research Management Vol 10, No 5, May (2021)	The Effect of Motivation, Job Satisfaction, and Work Discipline on Employee Performance	Motivation, Job Satisfaction, and Employee Performance	-	Motivation and job satisfaction significantly affect employee performance.
5	Ragil Sena Wijaya & Elmira Siska Journal Management and Business Economics Vol.	The Effect of Work Motivation and Job Satisfaction on Employee Performance at PT Fasen	Motivation, Job Satisfaction, and Employee Performance	-	Motivation and job satisfaction have a significant effect on employee performance.

	1, No.3, July (2023)	Creative Quality			
6	Heri Susanto & Azmil Mustaqaroh Journal of Economics and Business, Vol. 12 No. 2 June (2023)	The Effect of Motivation and Job Satisfaction on Employee Performance at BCA KCP Cikarang	Motivation, Job Satisfaction, and Employee Performance	-	Motivation and job satisfaction significantly influence employee performance.
7	Noventine Natasya Nadapdap & Tuty Lindawati Scientific Journal of Management Students, Vol. 11 No.1 (2022)	The Effect of Motivation and Work Environment on Performance with Job Satisfaction as a Mediating Variable (Shoe Factory in Surabaya)	Motivation, Job Satisfaction, Work Environment, and Performance	Work Environment	Motivation has a positive but not significant effect on job satisfaction and an adverse, insignificant effect on performance. Job satisfaction has a positive and significant effect on performance.
8	Peipkon Modesta Ningmabin & Agung Nugroho Journal of Wira Business and Innovation Vol. 1, No. 3 (2022)	The Effect of Job Satisfaction and Work Motivation on Employee Performance at Brawijaya University Hospital	Job Satisfaction, Motivation, and Employee Performance	-	Job satisfaction partially and significantly affects performance, while motivation does not have a significant partial effect.
9	Desy Angellina & Ronnie Resdianto Masman Vol. 05, No. 01, January (2023)	The Effect of Motivation and Job Satisfaction on Employee Performance at PT Mega Tirana Internasional	Motivation, Job Satisfaction, and Employee Performance	-	Both motivation and job satisfaction affect employee performance.
10	Leli Lestariani lahagu & Achmad Tarmizi Vol. 1, No. 7, August (2023), Page 5465	The Effect of Work Environment, Motivation, and Job Satisfaction on Employee Performance in Retail Companies	Motivation, Job Satisfaction, and Employee Performance	Work Environment	Motivation and job satisfaction both positively and significantly affect employee performance.

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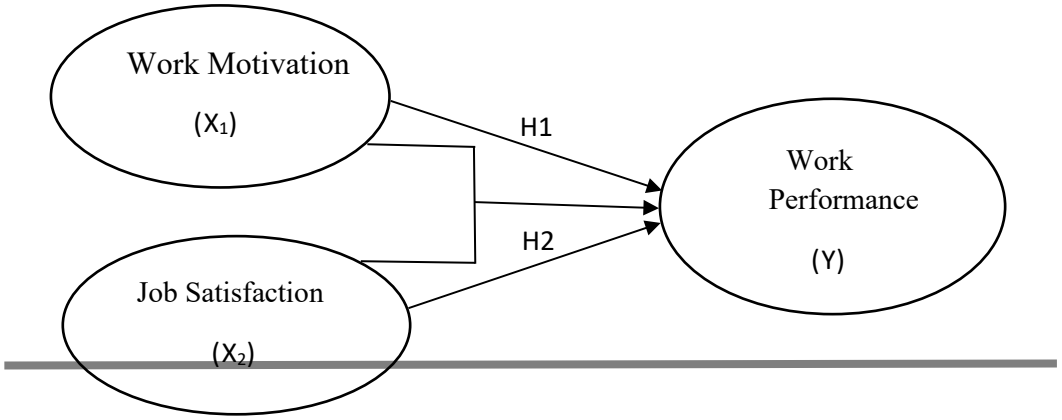
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		in Jakarta			
11	Munawaroh & suharto Vol. 1, Issue 1, September (2020)	The Effect of Motivation and Job Satisfaction on Employee Performance through Work Discipline at PT Bamboo Tirta Engineering	Motivation, Job Satisfaction, Work Discipline, and Employee Performance	Work Discipline	Motivation and job satisfaction positively influence both work discipline and employee performance. However, discipline does not mediate the relationship between motivation/job satisfaction and performance.
12	Maartje PAAIS & Jozef R Vol. 7, No. 8.577, Februari (2020)	The Effect of Motivation, Leadership, and Organisational Culture on Satisfaction and Employee Performance	Motivation, Organisational Culture, and Performance	Leadership, Organisational Culture	Motivation and organisational culture have a positive and significant effect on performance. Leadership significantly affects satisfaction but not performance.

Framework and Hypothesis

The framework in this study is the relationship between work motivation, job satisfaction, and employee performance. Work motivation and job satisfaction are independent variables, while employee performance is the dependent variable. This framework illustrates that increasing work motivation and job satisfaction will positively impact employee performance.

Figure 1 Framework



Based on Figure 1, it can be explained that the information:
X1 = Work Motivation Variable (Independent Variable)
X2 = Job Satisfaction Variable (Independent Variable)
Y = Work Performance Variable (Dependent variable)

Based on the explanation above, it can be concluded that work motivation (X1) and job satisfaction (X2) both have a significant effect on employee performance (Y). Highly motivated employees tend to have better job satisfaction, improving their performance. In addition, job satisfaction itself also contributes positively to improved employee performance. Therefore, organisations must improve motivation and job satisfaction to improve employee performance.

Hypothesis

According to Sugiyono (2019), the research hypothesis is a temporary answer to formulating problems that originate from relevant theories and must be validated through empirical data analysis. Hypotheses are an important part of research based on theory and must be tested through the data collected to determine whether these conjectures does not rejected or rejected. Therefore, research must be carried out. Based on the description above, this hypothesis is as follows:
H1 = Work Motivation has a significant and positive effect on Employee Performance.
H2 = Job Satisfaction has a significant and positive effect on Employee Performance.

RESEARCH METHOD

This study uses a quantitative associative approach using primary data collected through questionnaires distributed to 50 employees of PT Sustraco Adikreasi. The sampling technique is saturated sampling, which involves the entire population. The instrument was tested for validity and reliability before being analysed. Data analysis was performed using multiple linear regression, with a t-test for partial effect, an F-test for simultaneous effect, and a coefficient of determination to evaluate the model's explanatory power. SPSS Version 20 software was used for all statistical analyses.

RESULTS AND DISCUSSION

This study examines the effect of work motivation and job satisfaction on employee performance of PT Sustraco Adikreasi through multiple linear regression statistical analysis. Before regression testing, validity, reliability, and normality tests were conducted.

Instrument Test data

Table 2: Job Motivation Validity Test Results

Instrumnet	r-calculated	r-tabel	Description
1	0,721	0.279	Valid
2	0,845	0.279	Valid
3	0,731	0.279	Valid
4	0,762	0.279	Valid
5	0,742	0.279	Valid

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6	0,736	0.279	Valid

Source: Data processed by SPSS 20

Table 3: Job Satisfaction Validity Test Results

Instrumnet	r-calculated	r-tabel	Description
1	0,804	0.279	Valid
2	0,834	0.279	Valid
3	0,796	0.279	Valid
4	0,738	0.279	Valid
5	0,769	0.279	Valid
6	0,766	0.279	Valid
7	0,860	0.279	Valid
8	0,819	0.279	Valid
9	0,809	0.279	Valid
10	0,832	0.279	Valid
11	0,776	0.279	Valid
12	0,589	0.279	Valid

Source: Data processed by SPSS 20

Table 4: Employee Performance Validity Test Results

Instrumnet	r-calculated	r-tabel	Description
1	0,621	0.279	Valid
2	0,774	0.279	Valid
3	0,687	0.279	Valid
4	0,660	0.279	Valid
5	0,689	0.279	Valid
6	0,660	0.279	Valid
7	0,748	0.279	Valid
8	0,759	0.279	Valid
9	0,633	0.279	Valid
10	0,650	0.279	Valid

Source: Data processed by SPSS 20

All statements are valid based on the results of tables 2 to 4 above. This is because all statements have r count> r table 0.279

Table 5 Instrument Reliability Test Results

Variabel	Cronbach's Alpha > 0.600	Description
X1 (Work Motivation)	0.845	Reliable
X2 (Job Satisfaction)	0.942	Reliable
Y(Employee Performance)	0.875	Reliable

Source: Data processed by SPSS 20

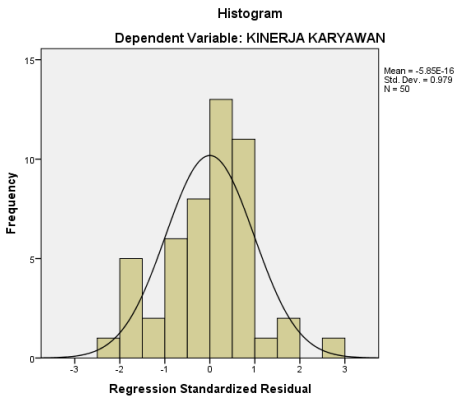
Table 5 shows that the Cronbach's Alpha value for each variable is 0.845 (X1), 0.942 (X2), and 0.875 (Y). These values indicate that all items related to Work Motivation, Job Satisfaction, and Employee Performance have a Cronbach's Alpha value greater than 0.600, meaning the instrument is considered reliable and valid for measurement.

Classical Assumption Test

Normality Test

The normality test is to see whether the residual value is usually distributed. A good regression model has normally distributed residual values. So the normality test is not carried out on each variable, but on the residual value. The test is carried out using a standard probability plot curve, provided that if the points on the graph spread and are squeezed around the diagonal line, the data used is usually distributed.

Figure 2 Histogram Graph Normality Test Results



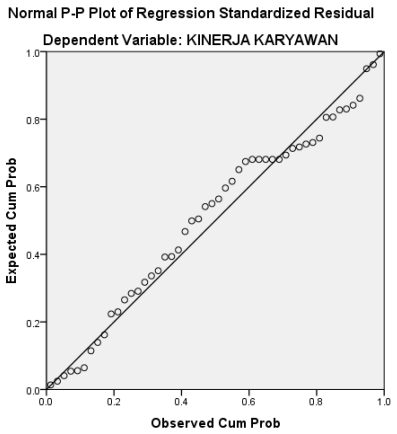
Source: Data processed by SPSS 20

Based on Figure 1 above, the standard curve line shows that the data or residuals spread following a typical distribution pattern. The data spread around the standard curve indicates that the normality assumption has been met. In addition, the average value of the residual (Mean), which is close to zero, and the standard deviation (Std. Dev) of 0.979 support the conclusion that the data studied is in normal condition.

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Figure 3 Normal P-Plots Graph Normality Test Results



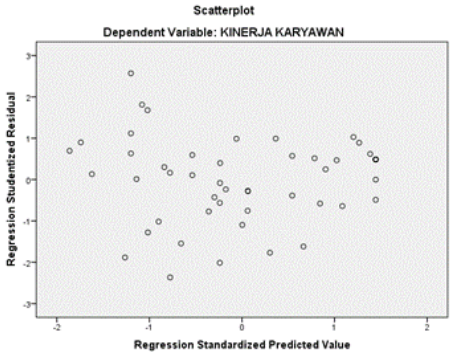
Source: Data processed by SPSS 20

Based on Figure 3 above, it can be seen that the points on the Normal P-P Plot graph are spread around the diagonal line. This pattern indicates that the regression model's residuals distribution is close to a normal distribution. No significant deviations from the diagonal line indicate that the normality assumption has been met. Thus, the regression model in this study is suitable for further analysis.

Heteroscedasticity Test

In this study, the heteroscedasticity test was carried out using the Scatter Plot graph to detect the presence or absence of a particular pattern between SRESID and ZPRED. The following are the results of the heteroscedasticity test:

Figure 4 Heteroscedasticity Test Results



Source: Data processed by SPSS 20

Based on Figure 4 above, it can be seen that the points on the scatterplot are randomly scattered around the zero line on the Y axis and do not form a specific pattern, such as a straight line, arch, or other systematic pattern. The

dots are also scattered above and below 0, ranging between -3 and 3. This random distribution pattern indicates that the regression model does not experience heteroscedasticity problems. Thus, the classical assumption regarding homoscedasticity has been met.

Multicollinearity Test

The multicollinearity test is a test that examines the existence of a linear relationship between independent variables in the regression model. The test can be used to check the results of the VIF (Variance Inflation Factor) and Tolerance. If the Tolerance value> 0.10 and VIF < 10, the regression model does not have a Multicollinearity problem.

Table 6 Multicollinearity Test Results

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	MOTIVASI KERJA	.302	3.316
	KEPUASAN KERJA	.302	3.316

Source: Data processed by SPSS 20

Based on Table 6, the Variance Inflation Factor (VIF) value for the Work Motivation and Job Satisfaction variables is 3.316, below the general threshold of 10. Meanwhile, the Tolerance value of 0.302 is greater than the limit of 0.10. This indicates no multicollinearity between the independent variables in the regression model. In other words, there is no high or near-perfect linear relationship between Work Motivation and Job Satisfaction, so the regression model has met the assumption of being free from multicollinearity. Therefore, the model is suitable for use in further analysis.

Data Analysis Method

Multiple Linear Regression Analysis

This multiple linear regression analysis is carried out to determine the effect of independent variables, namely Motivation (X1) and Job Satisfaction (X2), as a whole on the dependent variable, namely Employee Performance (Y).

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Table 7 Regression Analysis Results

Coefficients[a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7.027	2.430		2.892	.006
	MOTIVASI KERJA	.842	.171	.532	4.926	.000
	KEPUASAN KERJA	.278	.072	.421	3.893	.000
a. Dependent Variable: KINERJA KARYAWAN						

Source: Data processed by SPSS 20

Based on Table 7 above, the regression equation is obtained as follows:

Y = 7.027 + 0.842 X1 + 0.278 X2.....

Based on the results of the regression analysis for the variables Work Motivation (X1), Job Satisfaction (X2), and Employee Performance (Y), the explanation of the calculation is as follows:

1) Constant (α) = 7,027:
   The constant value indicates that if Work Motivation (X_1) and Job Satisfaction (X_2) are zero, then the value of Employee Performance (Y) is estimated at 7,027. This means that employee performance remains at that number without any contribution from the independent variables.
2) Coefficient Value (β1) Work Motivation (X_1) = 0.842):
   The regression coefficient for the Work Motivation variable of 0.842 indicates that each increase in Work Motivation by one unit will increase Employee Performance by 0.842, assuming the Job Satisfaction variable (X2) remains constant. The significance value of 0.000 (less than 0.05) indicates that the effect of Work Motivation on Employee Performance is significant.
3) Coefficient Value (β2) Job Satisfaction (X_2) = 0.278:
   The regression coefficient value of 0.278 indicates that each one-unit increase in Job Satisfaction will increase Employee Performance by 0.278 units, assuming the Work Motivation variable (X_1) remains. The significance value of 0.000 (smaller than 0.05) also indicates that the effect of Job Satisfaction on Employee Performance is significant.

Table 8: Coefficient of determination Results

Model Summary[b]				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.914[a]	.834	.827	2.11648
a. Predictors: (Constant), KEPUASAN KERJA, MOTIVASI KERJA				
b. Dependent Variable: KINERJA KARYAWAN				

Source: Data processed by SPSS 20

Based on Table 8, the R Square value of 0.834 indicates that 83.4% of the Employee Performance variable can be explained by Job Satisfaction and Work Motivation simultaneously. The remaining 16.6% is influenced by other factors outside this study, such as work environment, organisational culture, or other external factors. The Adjusted R Square value of 0.827 indicates that the model still has a high level of accuracy after adjusting for the number of variables in this study at PT Sustraco Adikreasi.

Statistical Hypothesis Test

Partial Testing (t-test)

In this test, the t-test is used to test whether or not there is a partially significant effect of each independent variable (X), namely Motivation and Job Satisfaction, on the dependent variable (Y), namely Employee Performance.

Table 9 Partial test results (t-test)

Coefficients[a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7.027	2.430		2.892	.006
	MOTIVASI KERJA	.842	.171	.532	4.926	.000
	KEPUASAN KERJA	.278	.072	.421	3.893	.000
a. Dependent Variable: KINERJA KARYAWAN						

Source: Data processed by SPSS 20

1) The Effect of Work Motivation (X1) on Employee Performance (Y):
   Based on the t-test results in the table above, it is known that the t value is 4.926, where the t value is greater than the t table (df = 47, α = 0.05), which is 1.676, or 4.926 > 1.676. In addition, it is known that the significance value is 0.000, which means it is smaller than 0.05 (0.000 < 0.05). So, Ho is rejected and Ha does not rejected, meaning that Work Motivation significantly affects Employee Performance.
2) The Effect of Job Satisfaction on Employee Performance:
   Based on the t-test results in the table above, it is known that the t value is 3.893, where the t value is greater than the t table (df = 47, α = 0.05), which is 1.676, or 3.893> 1.676. In addition, it is known that the significance value is 0.000, which means it is smaller than 0.05 (0.000 < 0.05). So, Ho is rejected and Ha does not rejected , meaning that Job Satisfaction significantly affects Employee Performance.

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Simultaneous Testing (F-test)

The F test is also known as the simultaneous test, model test, or ANOVA test. This test determines whether all independent variables significantly affect the dependent variable. In other words, the F test aims to test whether the regression model built is feasible or significant.

The basis for decision-making in the F test is as follows:

1) If the significance value (p-value) < 0.05, then it can be concluded that the independent variable simultaneously significantly affects the dependent variable.
2) Conversely, if the significance value > 0.05, the independent variable simultaneously has no significant effect on the dependent variable.

The significance level used in this test is 5% (0.05). The degrees of freedom used are:

1) df1 = (k - 1), namely the number of independent variables minus one
2) df2 = (n - k - 1), which is the total number of observations minus the number of independent variables and one.

Information:
n = number of observations
k = number of independent variables.

By testing SPSS 20 for Windows software, the test results are obtained in Table 8 as follows:

Table 10: Simultaneous test results (F test)

ANOVA[a]						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1061.545	2	530.772	118.490	.000[b]
	Residual	210.535	47	4.479		
	Total	1272.080	49			
a. Dependent Variable: KINERJA KARYAWAN						
b. Predictors: (Constant), KEPUASAN KERJA, MOTIVASI KERJA						

Source: Data processed by SPSS 20

Based on the F test in the table above, it is known that the calculated F value is 118.490, where the calculated F value is greater than the F table value at the 5% significance level with df1 = 2 and df2 = 47 at α = 0.05, which is around 3.20. In addition, the significance value (Sig.) is 0.000, which means it is smaller than alpha 0.05 (0.000 < 0.05).

Thus, Ho is rejected and Ha does not rejected , which means that the variables of Work Motivation and Job Satisfaction simultaneously have a significant effect on Employee Performance.

CONCLUSION

Based on the findings and the results of data analysis, the following conclusions can be drawn:

1) Work motivation has a positive and significant influence on employee performance. This implies that the higher the employees' motivation, the better their performance outcomes.
2) Job satisfaction also positively and significantly affects employee performance. Employees who are satisfied with their jobs tend to be more responsible, loyal, and productive in carrying out their duties.
3) Both work motivation and job satisfaction simultaneously have a significant effect on employee performance at PT. Sustraco Adikreasi. This is supported by the F-test value of 118.490, greater than the F-table value of 3.20, and a significance level of 0.000 < 0.05. The adjusted R^2 value of 0.830 further indicates that these two independent variables explain a large portion of the variance in performance.

The results of this study reinforce the theory of Robbins (2016) and Mangkunegara (2017) that motivation and job satisfaction are key factors that influence employee performance. Companies that can facilitate employee needs, provide rewards, create a comfortable work environment, and maintain interpersonal relationships will maximise work performance.

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