



Factors Influencing Work Motivation and Its Impact on Employee Performance

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Abstrak

Tujuan dari penelitian ini adalah untuk mendeskripsikan dan mengkaji peran tenaga kerja dan penunjang kerja sebagai mediator faktor-faktor yang mempengaruhi di Dinas Sosial Kota Kupang. Sampel penelitian ini terdiri dari 61 responden. Jenis penelitian adalah penelitian kuantitatif, jenis data yang digunakan adalah data primer dan data sekunder, dan metode analisis data adalah analisis deskriptif dan analisis statistik. Analisis yang buruk. Hasil analisis deskriptif menunjukkan bahwa kepuasan kerja, pengalaman kerja, budaya kerja, dukungan kerja, dan kata-kata deskripsi kerja baik bagi pegawai Puskesmas Kota Kupang. Hasil uji statistik estimasi menunjukkan: Kepuasan kerja, kinerja, disiplin kerja, dan budaya organisasi bermanfaat untuk mendukung karyawan. Pemberdayaan karyawan bermanfaat bagi kinerja karyawan. Motivasi kerja membantu mengatasi kepuasan, disiplin kerja dan hasil kepemimpinan di antara karyawan yang bekerja di Dinas Sosial Kota Kupang. Kepuasan kerja, prestasi kerja, dan prestasi kerja memberikan kontribusi sebesar 87,2% terhadap kinerja karyawan, sedangkan sisanya dipengaruhi oleh variabel-variabel yang tidak termasuk dalam model ini. Kontribusi kepuasan kerja, disiplin kerja, budaya organisasi, dan motivasi karyawan (sisa 94,0%) yang dipengaruhi oleh perubahan tidak dimasukkan dalam model ini.

Kata Kunci : *Kepuasan Kerja, Disiplin Kerja, Budaya Organisasi, Motivasi Kerja, dan Kinerja Karyawan*

Abstract

The purpose of this study is to describe and examine the role of work force and work support as mediators of influencing factors in Kupang City social service. The sample of this study consisted of 61 respondents. The type of research is quantitative research, the type of data used is primary data and secondary data, and the method of data analysis is descriptive analysis and statistical analysis. Poor analysis. Descriptive analysis of the results showed that job satisfaction, work experience, work culture, work support, and job description words are good for employees of health service center in Kupang City. The results of the estimation statistical test show: Job satisfaction, performance, work discipline, and organizational culture are beneficial to support employees. Empowering employees is beneficial for employee performance. Work motivation helps to address satisfaction, work discipline and leadership outcomes among employees working in Kupang City Social Service. Job satisfaction, job performance, and job performance contribute 87.2% to employee performance, while the rest are influenced by variables that are not included in this model. Contributions of job satisfaction, work discipline, organizational culture, and employee motivation (remaining 94.0%) that are affected by changes are not included in this model.

Keywords: *Job Satisfaction, Work Discipline, Organizational Culture, Work Motivation, and Employee Performance*

INTRODUCTION

Human resource (HR) is an important factor that goes directly into the activities of the organization. To achieve the good goals of the organization and to have a good image, the role of human resources is very big, especially in developing good resources of the people themselves. One of the functions of human resource (HR) management is to improve HR performance to achieve maximum benefits (Azrin & Salman, 2021). Effectiveness describes what employees have done in tasks and activities to achieve the organization's vision, mission, and stated goals (Angraini et al., 2021).

Kupang City Social Service is an important organization that needs to continuously improve itself to know and improve the development and health services in the community. The Ministry of Health has the primary responsibility to develop policies and implement functions and activities in community health services, including support health, health promotion, health and safety protection, and compliance management services.

Based on the analysis of the first phase of the research, it was found that the activities carried out by social service organizations at that time changed the use and success of work as the main organization of planned activities. Due to which the work in the office and the work of the workers have been affected but no progress has been made yet. The main role of the health service is also linked to the work support workers and the work of the social

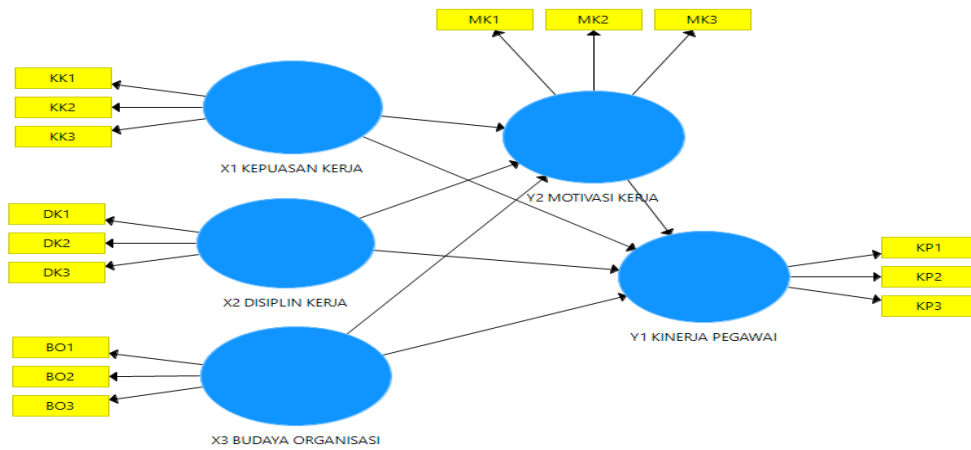
workers who have experienced a reduction in the important work of the Kupang City Social Service Organization, which has not been completed. Job. Get ready

Best Achievements of Kupang City Social Service in 2021 one out of the nine best projects of Kupang City Social Service Organizations, only five achievements have reached or exceeded the target and there are still four achievements that have been achieved. The target of achieving the staff-based model created by the Kupang City Social Service Organization in 2021 has not been achieved. The Kupang City Social Services Organization's work target has not been achieved although the performance percentage of the Health Service Organization, which target has not been achieved, is attributed to the fact that there is no work for those working in this work. Not motivated. And employees are satisfied. Add to this the lack of work discipline and it is also an organizational culture that is not developed and new. A good work culture plays an important role in an organization. However, work culture plays a minor role in some organizations. However, in some organizations, a good work culture plays an important role in providing good customer service for employees (Koesmono, 2005). The development of a work culture should be encouraged so that employees can demonstrate their competence and commitment as needed, such as commitment to the vision and mission of the organization, confidence and commitment in daily work, avoidance of absenteeism, lateness, to depart. early, delayed work etc. (Christiawan, 2002)

The purpose of this study is to investigate the effects of job satisfaction on job performance, job performance on employee performance, employee work culture fit for organization, employee job satisfaction, employee discipline, work culture, work Culture is to be determined. workers work of Kupang City Social Service.

RESEARCH METHOD

This research is a type of quantitative research. This research was conducted at the Kupang City Social Services Agency, located at JL. SK Lerik, Kelapa Lima District, Kelapa Lima Village. The research took place for three months, from October 2022 to December 2022. The total population and sample at the research location for the Kupang City Social Service agency were 61 employees, with a total of 41 male and 20 female employees, divided into ASN and PTT. In this study, the sampling technique was carried out using a census of all employees in the Kupang City Social Service agency. Data processing using SEM PLS version 3.0



Figures 1. Path Diagrams

RESULT AND DISCUSSION

Characteristics of Respondents

The characteristics of the respondents include gender, age, years of service, and education.

Table 1. Characteristics of Respondents

Description	Quantity	Presentation
Gender		
Female	20	33%
Male	41	67%
Age		
21-30	20	33%
31-40	19	31%
41-50	22	36,%
Years of service		
<5	4	6%
5-10	12	12%
11-15	45	45%
Education		
High School	8	13%
D3	2	3%
S1	50	82%
S2	1	2%

The highest number of respondents at the Kupang City Social Services Agency were male respondents, with a total of 41 people or 67% of the total 61 respondents, based on the age of majority

at the age of 41-50 years of 36% (22 people) and the majority of years of service were 11-15 years, namely as many as 45 people or 45% and based on the education of the majority S1, there are 50 people (82%).

Outer Model Testing

The outer model analysis defines how each indicator relates to its latent variables. The results of the outer model test can be seen in Figure 3.

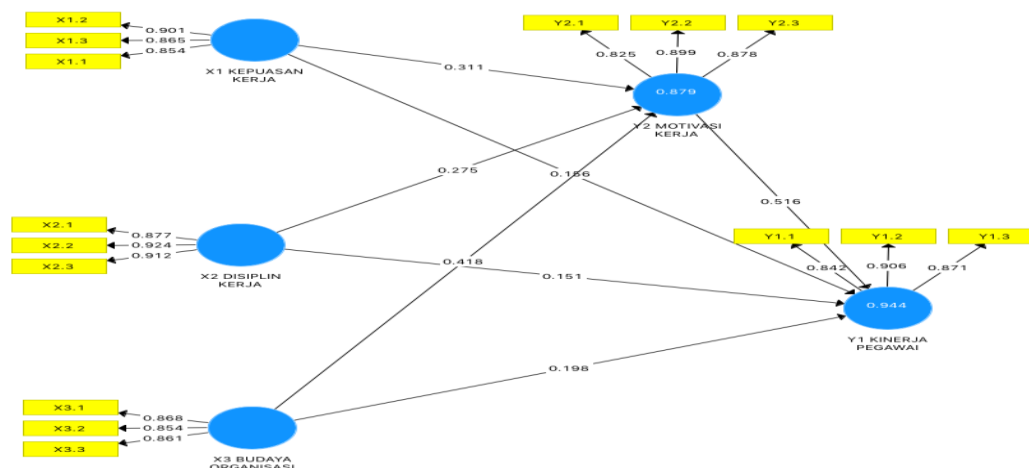


Figure 3 . Outer Model Results

The tests performed on the outer model include Convergent Validity, Average Variance Extracted (AVE), Composite Reliability, and Cronbach's Alpha. Based on Figure 3, the test results can be explained as follows: Convergent Validity is used to determine the Validity of each indicator in this study. The expected value is 0.7 as the minimum limit of the loading factor value.

Table 2. Outer Loading Value

Outer Loadings

INDIKATOR VARIABEL	X1_KEPUASAN KERJA	X2_DISIPLIN KERJA	X3_BUDAYA ORGANISASI	Y1_KINERJA	Y2_MOTIVASI
X1.1	0.854				
X1.2	0.901				
X1.3	0.865				
X2.1		0.877			
X2.2		0.924			
X2.3		0.912			
X3.1			0.868		
X3.2			0.854		
X3.3			0.861		
Y1.1				0.842	
Y1.2				0.906	
Y1.3				0.871	
Y2.1					0.825
Y2.2					0.899
Y2.3					0.878

Source: 2022 Data Processing Results

Table 2 shows that the outer loading value for each indicator of the employee performance variable, work motivation, job satisfaction, work discipline, and organizational

Culture is 0.7, which means that it meets the standard outer loading value. With these results, all indicators in this study are valid to use.

Table 3. Composite Reliability Value

	Composite Reliability
X1_KEPUASAN KERJA	0.906
X2_DISPLIN KERJA	0.931
X3_BUDAYA ORGANISASI	0.896
Y1_KINERJA	0.906
Y2_MOTIVASI	0.902

Source: 2022 Data Processing Results

Table 3 shows that the composite reliability value of all constructs is > 0.7 . Thus, all constructs have good reliability by the required minimum value limits.

Table 4. Average Variance Extracted Value

	Average Variance Extracted (AVE)
X1_KEPUASAN KERJA	0.763
X2_DISPLIN KERJA	0.818
X3_BUDAYA ORGANISASI	0.741
Y1_KINERJA	0.763
Y2_MOTIVASI	0.753

Source: 2022 Data Processing Results

Table 4 shows that each variable's Average Variance Extracted (AVE) value is > 0.5 . Thus, each construct has no problems and is feasible to use.

Inner Model Testing

Inner model testing is to examine the relationship between latent variables based on substantive theory. This test uses a bootstrapping test.

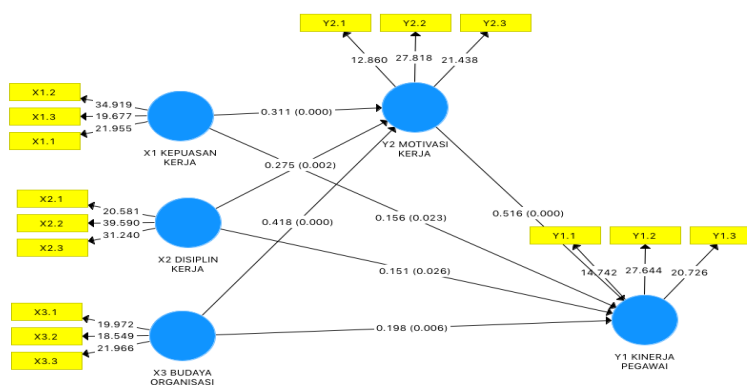


Figure 4. Inner Model Test Results

Also, to confirm the significance of the prediction model in the model test, the direct effect of the variable can be seen through the t-statistic and p-value of the independent and dependent variable in the direct test and the Indirect measurement. .

Table 5. Path Coefficient of Direct Test Influence

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
X1_KEPUASAN KERJA → Y1_KINERJA PEGAWAI	0.156	0.154	0.068	2.282	0.023
X1_KEPUASAN KERJA → Y2_MOTIVASI	0.311	0.313	0.085	3.645	0.000
X2_DISIPLIN KERJA → Y1_KINERJA PEGAWAI	0.151	0.142	0.068	2.232	0.026
X2_DISIPLIN KERJA → Y2_MOTIVASI	0.275	0.268	0.088	3.120	0.002
X3_BUDAYA KERJA → Y1_KINERJA PEGAWAI	0.198	0.186	0.072	2.747	0.006
X3_BUDAYA KERJA → Y2_MOTIVASI	0.418	0.424	0.094	4.448	0.000
Y2_MOTIVASI → Y1_KINERJA PEGAWAI	0.516	0.538	0.125	4.117	0.000

Source: 2022 Data Processing Results.

Relationship between Job Satisfaction and Work Motivation

The effect of job satisfaction on work motivation obtained a t-statistic value of 2,282 percent, which is higher than the t-table value of 1.96 (2,282 →). Work has a significant effect on motivation. Thus the first hypothesis, which states that job satisfaction has a significant effect on work motivation in Kupang City social service agencies, is accepted. The results of this research are in accordance with the research of (Afifah & Musadieq, 2017)

Relationship between Work Discipline and Work Motivation

The effect of disciplinary work on work support received a t-statistic value of 3.120, greater than the t-table value of 1.96 (3.120). Similarly, the P value of 0.002 than the alpha level value of 5% (0.002). The results, work discipline has a positive effect on work motivation, so the second hypothesis, which said that discipline work effectively to promote work in community service organizations in the city of Kupang, received this research based on research by Arda (2017)

Relationship between Organizational Culture and Work Motivation

The influence of organizational culture on work promotion obtained a t-statistic value of 4.448, which is higher than the t-table value of 1.96 (4.448). Similarly, a P-value of 0.000 is less than an alpha level value of 5% (0.000). From these findings, it can be concluded that organizational culture influences employee motivation. Therefore, the third hypothesis, which stated that organizational culture has a positive effect on workforce in Kupang City

Social Service Agency, was accepted. This research is based on research (Ali & Agustian, 2018; Koesmono, 2005).

Relationship between Job Satisfaction and Employee Performance

The results of job satisfaction among employees found a t-statistic value of 2,282, which is higher than the t-table value of 1.96 (2,282). Similarly, the P value of 0.023 is smaller than the alpha value of 5% (0.023). , with these results, it can be concluded that job satisfaction has a positive effect on employee performance, so the fourth hypothesis, which states that job satisfaction has a positive effect on employees working in Kupang City Social Service Agency. has a positive effect on, research has found (Arda, 2017; Rich et al., 2010).

Relations between Work Discipline and Employee Performance

The effect of discipline on employee performance received a t-statistic value of 2.232, which is higher than the t-table value of 1.96 (2.232). Similarly, the P value of 0.026 is higher than the alpha value of 5% (0.026). Small. With these results, work discipline affects employee performance. Therefore, the fifth hypothesis, which states that work discipline is beneficial for employees working in Kupang City Social Service Agency.

Relationship between Organizational Culture and Employee Performance

Organizational culture affects employee performance received a t-statistic value of 2.747, which is higher than the t-table value of 1.96 (2.747). Similarly, the P value of 0.006 is smaller than the alpha value of 5% (0.006). From this result it can be concluded that organizational culture affects the performance of employees. Thus, the sixth hypothesis that organizational culture influences employee performance in social service agencies. Kupang City Received. This research is based on the research of (Syauta et al., 2012)

The Relationship between Work Motivation and Employee Performance

The results of job promotion among employees received a t-statistic value of 4.117, which is higher than the t-table value of 1.96 (4.117). Similarly, the P value of 0.000 is smaller than the alpha value of 5% (0.000). These results show that job support has a positive effect on employee performance. Therefore, the seventh hypothesis, which stated that job support has a positive effect on employee performance in the Kupang City Social Services Agency, is accepted. This research is based on research (Rich et al., 2010).

Table 6. Indirect Test Influence Path Coefficient

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
X1_KEPUASAN KERJA → Y2_MOTIVASI → Y1_KINERJA PEGAWAI	0.160	0.164	0.053	2.880	0.004
X2_DISIPLIN KERJA → Y2_MOTIVASI → Y1_KINERJA PEGAWAI	0.142	0.143	0.057	2.508	0.012
X3_BUDAYA KERJA → Y2_MOTIVASI → Y1_KINERJA PEGAWAI	0.216	0.223	0.084	2.581	0.010

Source: 2022 Data Processing Results.

Work motivation mediates the effect of job satisfaction on employee performance

Job support role mediates the effect of job satisfaction on employee performance. The t-statistic value is 2.880, greater than the t-table value of 1.96 (2.88). Similarly, the P value is 0.004, which is smaller than the alpha value of 5% (0.004). From these results it can be concluded that eight theories. Career Support helps to adjust the impact of the Job Satisfaction Program on employees working in the Kupang City Social Service Agency.

Work motivation mediates the effect of work discipline on employee performance

Job support role mediates the effects of job discipline on employee performance. The t-statistic value is 2.508, greater than the t-table value of 1.96 (2.508). Similarly, the P value is 0.012, which is smaller than the alpha level value of 5% (0.012). With these results, it can be concluded that employee performance management through nine process promotion strategies And the effects of discipline can be corrected. Kupang City. Health Service Accepted.

Work motivation mediates the influence of Organizational Culture on Employee Performance

The role of job support mediates the impact of Organizational Culture on employee performance. The t-statistic value is 2.581, greater than the t-table value of 1.96 (2.581). Similarly, the P value is 0.010, which is smaller than the alpha level value of 5% (0.010). With these results, the eleventh hypothesis, the promotion of the operation corrects the effect of the Organizational Culture of the employees of the Kupang City Social Service Agency, is acceptable.

R-Square value

Table 7. R Square value

	R Square	R Square Adjusted
Y1_KINERJA	0.944	0.940
Y2_MOTIVASI	0.879	0.872

Source: Results of data processing, 2022

The results of the R2 calculation show that the R2 value of employee variables is 0.944, and the R2 value of job support is 0.879. It can be explained as follows: In this study, work motivation, work satisfaction, work discipline and leadership development account for 0.940 or 94.0%, and the remaining 6.0% in explaining employee work variables. explained by other variables that are not included. This research. In this study, the contribution of variance between job satisfaction, work experience, and organizational culture in explaining the variance in work motivation is 0.872 or 87.2%, and the remaining 12.8% is explained by other variables that are are not included in the study.

CONCLUSION

Based on the results of the analysis discussed, the conclusions drawn from the results of this study are: job satisfaction has a positive effect on employee motivation, discipline teaching work is effective for employee motivation, organizational Culture is effective for employees. Motivation, job satisfaction is beneficial for employee performance, discipline is beneficial for employee performance, organizational culture has a positive effect on employee performance. Effects of work organization culture on employees of Kupang City Social Service Agency.

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