

The Effect of Motivation on Employee Performance Through Job Satisfaction as an Intervening Variable in the Car Showroom 88 Palembang

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Abstract

This study aims to analyze the effect of motivation on employee performance through job satisfaction as an intervening variable at Mobil 88 Palembang Branch. The data in this study are primary and secondary data collected through questionnaires and interviews. The number of respondents in this study were 35 respondents. The analytical method applied in this study is the analysis of the coefficient of determination. The results of this study prove that motivation has a positive effect on job satisfaction employee performance is also proven to have a positive effect on job satisfaction. The results of this study are expected to be useful for Mobil 88 Palembang Branch to improve employee performance through motivation and job satisfaction

Keywords: work motivation, job satisfaction, employee performance

1. Introduction

The business world today shows very rapid progress. This is proven by development many new companies Which operates in various fields. existing companies Always try to get a profitable position or location so that it can be recognized by consumers. Conditions like this will give rise to competition Which strict.

Competition between companies have rapid developments in information technology, so that result happen competition global. In carrying out its activities, the company Which move in field industry, trade and services will continue to strive to achieve organizational goals. To achieve organizational goals, high employee performance is required. The performance required by the motivation and satisfaction of the company's employees.

Beside That all companies automotive industry in Indonesia today This develop very fast And give positive contribution for Indonesian economy. Mobil 88 is a company that sells used cars leading in Indonesia with more than 30 years of experience and is subsidiary PT Astra. This company offers a car buying and selling experience Quality used with an easy, safe and comfortable process, Mobil 88 sells Used cars that are more than just quality but also equipped with Guarantee that the car's sales and purchase letter is original and the car's chassis and engine numbers are the same.

2. Literature Review

2.1 Motivation Work

Motivation comes from the Latin word " *Movere* " . means encouragement Power mover or strength Which cause something action on deed. Say " *Movere* " in Language English often matched with " *motivation* " which means giving motif, emergencemotive, or thing cause an urge or a situation that gives rise to encouragement. Literally, motivation is understood as providing employee motives work because they have a motive. The motive is related to the

aim or objective what he wants to achieve. In general, employees' main motive for working is seeking income, developing personal potential, actualization and needs will award (Mahendro, 2018).

Process emergence motivation somebody is combined from draft need, drive, objective And rewards. Process motivation consists a number of stages process (Nitasari, 2016) as following:

1. If a certain need or need arises within a human being If these requirements are not fulfilled, it will lead to the birth of an urge to try do activity.
2. If a need has not been met, someone will then look for it road How to For fulfil his needs
3. For reach objective performance Which expected so somebody must supported by ability, Skills nor experience in fulfil all his needs.
4. Do evaluation performance in a way formal about success in reach objective Which done in a way gradually.
5. A person will work better if they feel that what they are doing they do valued And given something rewards or reward.
6. From wages or rewards Which accepted Then somebody the can considering how big needs that can be met from salary you know rewards Which they accept.

Several indicators motivation according to Nanang (2017) namely:

1. Behavior Employee

The ability of employees to choose the work behavior they will choose. Behavior employee Which Good in Work show that employee motivated in Work.

2. Employee Business

Describe how much hard somebody Work For show the behavior he chooses. Work motivation is carried out not only for employees demonstrate behavior that is beneficial for the company but also for employees work hard for company.

3..Persistence Employee

Employee persistence refers on behavior somebody Which still want to work despite obstacles, problems and obstacles. Employee persistence the high one shows that employees have motivation Which tall.

2.2 Performance Employee

Performance is an important aspect in efforts to achieve a goal. Maximum goal achievement is the result of team or individual performance good, and vice versa, failure in achieving the targets that have been achieved formulated Also is a consequence of performance individual or team Which No optimal. According to Hasibuan in Yoyo (2018) says that performance is a work result achieved by someone in carrying out their tasks given to her. Tika in Yoyo (2018) added performance is the result of work functions or activities of a person or group within an organization that is influenced by various factors to achieve its goals organization in period time certain.

Indicator performance employee in journal Selly (2016) is as following:

1. Quantity
2. Quality
3. Timeliness
4. Presence
5. Ability to work together.

2.3 Satisfaction Work

According to Brayfield in Panggabean (2004) satisfaction work can be predicted from a person's attitude towards his work. Then Panggabean (2004) put forward that There is basically, satisfaction Work depends on what a person wants from his job and what they get. Person Which most No feel satisfied is they Which have desire most Lots, but get Which most A little. Whereas Which most feel satisfied is person Which want Lots and get it. Keith Davis in Mangkunegara (2007) put forward that " *job satisfaction is the favorableness or unfavorableness with employees view their work*" (satisfaction Work is feeling support or No support Which experienced employee in Work). Wexley And Yuki in Mangkunegara (2007) defines job satisfaction " *is the way an employee is feels about his or her job*" (method employee feel himself or his job).

3. Research methods

In study This will discuss problem Which related with The Effect of Motivation on Performance Through Job Satisfaction as a Variable Intervening Employees at Mobil 88 Branch Palembang. Object study This that is The Influence of Motivation on Performance Through Job Satisfaction as an Intervening Variable in Mobil 88 Branches Palembang.

4. Findings and Discussions

Based on the questionnaire distributed to respondents, the following discussion will be carried out which aims to discuss the research problem and answer the research objectives. The respondents were all employees at Mobil 88 Palembang Branch with a total of 35 people and data management used SPSS V.25 for Windows , so the following research was obtained.

4.1 Validity Test

According to Sujarweni (2018) that data obtained from the questionnaire Then Validity testing was carried out by looking at the correlation between question items. Validity test used to determine the appropriateness of the items in a list of questions in define something variable. Validity suati instruments according to him show how much he's far away can measure What that is to be measured. This list of questions generally supports a group of variables certain. The calculated r results are compared with the r table where $df=n-2$ sid 5%. Ifr table $< r$ count so valid.

4.2 Reliability Test

According to Sujarweni (2018) data For measure something questionnaire Which is an indicator of a variable or construct. The reliability test is a a measure of stability and consistency of respondents in answering related matters with question constructs which are dimensions of a variable and prepared in the form of a questionnaire.

Table 1. Reliability Test Results

Variable	Cronchbach's Alpha	Terms r table
Motivation	0.73	0.6
Satisfaction	0.723	0.6
Performance	0.74	0.6

The results of the reliability test show that all variables have a fairly large alpha coefficient, namely above 0.6, so it can be said that all measurement concepts for each variable from the reliability questionnaire so that in the future the items in each variable concept are suitable for use as measuring tools.

4.3 Normality Test Results

According to Siregar (2017) data that is normally distributed means data that is have spread Which normal, with profile Which can said Can represents the population. The normality test is a test to measure whether our data is normal has a normal distribution so it can be used in parametric statistics, if data No distribute can used statistics non parametric. A histogram is a graphical display to visually show the distribution of data or how often different values occur in a data set. *Scatter Plot* is a graph that can be used to see a pattern of relationship between two variables. In order to be able to use a scatter plot, the scale used must be an interval and ratio scale.

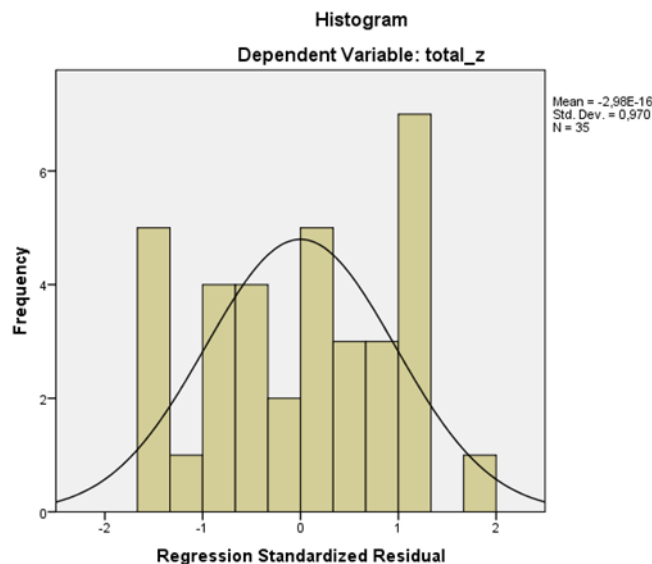


Figure 1. Normality Test Results - Histogram

From Figure 1 it can be seen that the graph forms a mountain or bell, so the residual data is normally distributed.

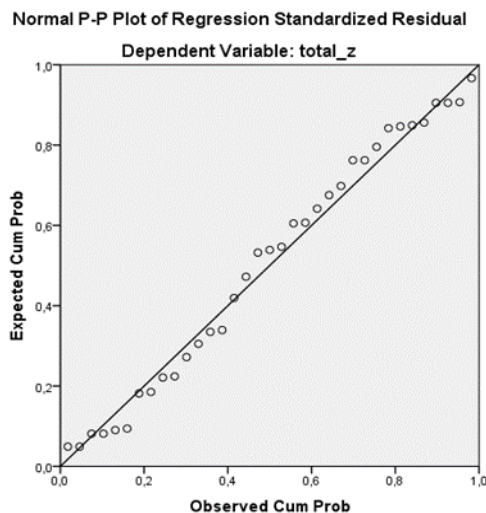


Figure 2. PP Plot of Regression Standardized Residual

Based on Figure 2, it is known in the normal PP Plot graph that the points are spread around the line and follow the diagonal line, with this the residual data is normally distributed.

Sobel Test Results

According to Imam Ghazali (2011) a variable is called an intervening variable if the variable influences the relationship between the independent variable 52 and the dependent variable. Testing the mediation hypothesis can be carried out using a procedure developed by Sobel and known as the Sobel Test .

Table 2. Sobel test results

Regression 1

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	40,458	5,689		7,112	,000
	Motivation	,524	.126	,587	4,166	,000

a. Dependent Variable: Satisfaction

Regression 2

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	39,128	9,471		4,131	,000
	Motivation	,510	,152	,571	3,344	,002
	Satisfaction	,444	,048	,030	,177	.006

a. Dependent Variable: Satisfaction

The regression results table shows that the regression coefficient value of motivation on performance is 0.524 with a standard error of 0.126 and a significant value of 0.000. Then for Satisfaction, the coefficient value is 0.444 with a standard error of 0.048. So that motivation has a significant direct effect on performance, as well as satisfaction has a significant effect on performance.

Sobel Test Formula:

$$Z = \frac{ab}{\sqrt{(b^2 SE_a^2 + (a^2 SE_b^2))}}$$

Where :

a = Regression coefficient of the independent variable on the mediating variable

b = Regression coefficient of the mediating variable on the dependent variable

SE_a = Standard error of estimation of the influence of the independent variable on the mediating variable

Se_b = Standard error of estimation of the influence of the mediating variable on the dependent variable .

$$Z = \frac{ab}{\sqrt{(b^2 SE_a^2 + (a^2 SE_b^2)}}$$

$$Z = \frac{0,524 \times 0,444}{\sqrt{(0,444^2 \times 0,126^2 + (0,524^2 \times 0,048^2)}}$$

$$Z = \frac{0,232656}{\sqrt{(0,197136 \times 0,015876 + (0,274576 \times 0,002304)}}$$

$$Z = \frac{0,232656}{\sqrt{0,0031297311 + 0,0006326231}}$$

$$Z = \frac{0,232656}{\sqrt{0,0037623542}}$$

$$Z = \frac{0,232656}{\sqrt{0,06133}}$$

$$Z = 3.79$$

From the calculation results *The Sobel T test* above obtained a z value of 3.79. Because the z value obtained is 3.79351051688 with a significance level of 5% or 0.05, it proves that satisfaction is able to mediate the relationship between motivation and employee performance.

Simultaneous Significant Test (F Test)

The F test is used for find out whether the independent variable is (X 1, X 2 And Z) in a way together influential in a way significant to variable dependent (Y). To test significance by comparing **arithmetic** with **F table**.

Table 3. F Test results

ANOVA ^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	69,274	2	34,637	6,795	.003 ^b
Residual	163,126	32	5,098		

Total	232,400	34
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a. Dependent Variable: total_z

b. Predictors: (Constant), total_y, total_x

Based on table 3 above, the test results show that the F_{sig} is $0.000 < 0.05$ and the F_{count} is 6.795 which is greater than the F_{table} of 3.14 ($6.795 > 3.14$), so it can be stated that H_3 is accepted. Thus, it can be concluded that there is an influence of motivation and work compensation on the performance of Mobil 88 Palembang branch employees.

Coefficient of Determination (R^2)

Used For see percentage donation variable free (X 1 And X 2, And Z) to variable bound (Y). Multiple correlation used for look for connection between variable.

Table 4. Coefficient of determination (r^2)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,546 ^a	,298	,254	2,258	1,600

a. Predictors: (Constant), total_y, total_x

b. Dependent Variable: total_z

From the results of these calculations, it can be concluded that there is an influence of motivation and work compensation variables on employee performance of 29.8%, the remaining 70.2% is influenced by other independent variables.

5. Conclusion

Based on the data analysis and discussion described in the previous chapter, the following conclusions can be drawn:

1. Based on the results of the Sobel Test research, the value of the motivation regression coefficient on performance is 0.524. Then for satisfaction the coefficient value is 0.444. So motivation has a significant direct effect on performance, as well as satisfaction has a significant effect on performance get a z value of 3.79. with a significant level of 5% or 0.05, it proves that satisfaction is able to mediate the relationship between motivation and employee performance at Mobil 88 Company, Palembang Branch.

2. Based on the research results, it shows that the F_{sig} is $0.000 < 0.05$ and the calculated F is 6.795 greater than the F_{table} of 3.14 ($6.795 > 3.14$) then it can be stated that H_3 is accepted. Thus it can be concluded that there is an influence of motivation and job satisfaction on the performance of Mobil 88 Palembang Branch employees.

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