

# THE EFFECT OF JOB SATISFACTION AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE IN TELKOMSEL AUTHORIZED PARTNERS (TAP) IN INDRAGIRI HULU, INDRAGIRI HILIR AND KUANTAN SINGINGI

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## ABSTRACT

*Development today 's technology already change on the basis of analog technology to digital, which has an effect to development technology in the field telecommunication throughout Indonesia marked with very competition strict between provider service mobile, no only using media access physical (wireline) will but also has develop to the use of non- physical media (wireless) as access for get explanation with easy when only and where just . About there are 5 GMS operators in Indonesia , viz Terkomsel (TSEL), Indosat (ISAT), Excelcomindo (XL), Hutchison (THREE ) and Axis.*

*This research was conducted at Telkomsel Authorized Partners (Tap) in Indragiri Hulu, Indragiri Hilir and Kuantan Singingi . The research objective is to determine the effect Satisfaction Work and Motivation Work On Employee Performance at Telkomsel Authorized Partners (Tap) in Indragiri Hulu, Indragiri Hilir and Kuantan Singingi , either simultaneously or partially .*

*The method used in this research is method Quantitative , namely by taking the data collected in study ie main data and supporting data . Main data obtained with method researcher spread questionnaire through the requesting google form HDR help PT. Telkomsel which then links the questionnaire continued to employee . And supporting data obtained from the Company in the form of sourced quantitative data from report performance employees and web pages as well other . The analysis technique used in this study is a analysis multiple linear regression and its testing with using the SPSS program. And results study show that Satisfaction Work and Motivation Work take effect positive on Employee Performance .*

*Keywords: Satisfaction Work , Motivation Work , Employee Performance*

## INTRODUCTION

Development technology in the field telecommunication throughout Indonesia is growing very rapidly with be marked exists very competition \_ strict between provider service mobile , no only using media access physical ( wireline ) will but also has develop to the use of non- physical media (wireless) as access can used for get easy explanation when only and where just . About the number of GMS operators in Indonesia is 5 ( five ) : Telkomsel (TSEL), Indosat (ISAT), Excelcomindo (XL), Hutchison (THREE) and Axis. Of the five (5) companies the there is three dominating company telecommunications market share cellular Indonesia, among others Telkomsel , Excelcomindo and Indosat .

Change environment organization demand every organizations and companies for behave more responsive enough to be able to hold on and on growing. For support change organization the so needed exists change individual. align process change organization with change individual this no easy . must started from each member organization .

Employee performance in a manner general could interpreted as description past achievements achieved in the organization / company in its operational. Performance is results of course work could achieved by anyone good that somebody or group of insiders something organization or company in accordance with provision as well as not quite enough answer each. Permonance in an organization is one of the elements that cannot be separated in an organizational institution, both government agencies and private institutions.(Iskandar et al., 2019)

With level increasing competition strict in business telecommunications, satisfaction work at Telkomsel Authorized Partner (Tap) in Indragiri Hulu, Indragiri Hilir and Kuantan Singingi. Important for studied remember change environment business will impact change duties and responsibilities answer from whole employee .

## 1. RESEARCH METHODS

Order hypotheses and goals research could proven, research this is later used is study quantitative. Study quantitative this is research to be explain among connection causal and variables through approach quantitative and filing hypothesis and usually use questions used as common and principal data tools is a unit of analysis individual . Study this study a number of influencing variables performance employee that is Satisfaction Work and Motivation .

On research this Method in determination amount from sample to be used in study this that is use technique analysis path . For amount the author 's sample take is as many as 127 employees at Telkomsel Authorized Partner (TAP) in Indragiri Hilir , Indragiri Hulu and Kuantan Singingi .

## 2. RELATED RESEARCH/LITERATUR REVIEW

### ***Satisfaction Work***

In a work , satisfaction work could enjoyed when are inside and outside profession the. Even no a little satisfaction work too enjoyed good inside nor outside something work (Putra&Frianto,2018). Satisfaction work is things that are felt enough interesting and important, because could proven with exists the resulting benefits to individuals, industries and even society (Handoko,2014).

Satisfaction work is Thing important to have individual in work. According to Robbins (2015:259) states that satisfaction work is employee more choose challenging job mentally deep provide opportunity for use Skills as well as ability employee, offer various task, give freedom and give bait come back about how much good employee's job do. There are five factors determinant satisfaction so - called work with Job Descriptive Index (JDI) (Luthans and Spector in Robins, 2006: 214) :

- a. Work that alone

Which level a profession provide fun task, opportunity learning and opportunities for get not quite enough answer. this Becomes source majority satisfaction work.

b. Wages

Satisfaction work is function from absolute amount of salary received, salary Fulfill hopes power work, and how wages given. Wages and salaries acknowledged is significant factor to satisfaction work.

c. Opportunity or promotion .

Employee have opportunity for develop yourself and expand experience work, with open opportunity for increase position.

d. Supervisors

Supervisory ability to provide help technical and behavioral support.

e. Colleague work

Needs base man for to do connection social will fulfilled with exists colleague supportive work employee. If it happens conflict with colleague work, then will effect on level satisfaction employee to job.

### ***Motivation Work***

Bangun (2014:312) says that motivation is something possible conditions encourage others to could doing Duty in accordance with function in organization. the process different for every employee so that manager need for notice Thing the. George and Jones (2005:175-176) exists three element in motivation work and three element the are :

a. Direction behavior

Direction behavior refers to selected behavior a employee for showed from many potency other possible behavior they show that can Becomes motivation for every employee so that capable give best behavior for organization.

b. Persistence level

Refers to how employees behave when faced with a problem. Employees who are well motivated will give the best for the company and still try to show the behavior they choose well.

c. Level of effort

The company doesn't enough only motivating employee for capable show functioning behavior for company, however must employee capable motivating other employees to want work hard .

### ***Employee Performance***

The real foundation in something organization is performance. Otherwise there is performance so whole part organization, then destination no could reached. According to Wibowo (2015:47) performance employee is activity management source power organization for reach destination organization. Success something company could be measured from performance his employees. Because that, every company need think of the right strategy in order could increase performance employee. Company must have the right strategy to get it increase performance his employees.

Performance is a process that delivers result which result the referenced and measurable over a period of time certain with drip focus on the terms and agreements that have been exist (Wijaya, 2015). A person's performance is also a

measuring size how far that success has been achieved. There are three underlying factors influence performance someone, among others that is individual, business work, and support from party the organization (Lestari & Irbayuni,2017). From several definition above performance could concluded that performance is results work that can developed by someone or group of insiders something organization with ability and motivation for doing profession so that destination organization could done.

### 3. RESEARCH RESULT

For knowing Relationships and Influence Satisfaction Work and Motivation Work on Employee Performance at Telkomsel Authorized Partner (TAP) in Indragiri Hilir, Indragiri Hulu and Kuantan Singingi following this data will be presented from results the author 's research do.

Table 1. Analysis Multiple Linear Regression

#### Coefficients <sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	std. Error	Betas			tolerance	VIF
Constant	1,181	.1694		.697	.488		
X1	.349	.106	.357	3,296	.01	.354	2,824
X2	.277	.107	.253	2,578	.012	.431	2,319

Source : SPSS Data Processed Version 23.00

Table 1. shows the models equality multiple linear regression in study this :

$$Y = 1.181 + 0.349X1 + 0.277X2$$

Based on equality the can be described as following :

- Constant value show that influence variable culture organization , motivation and satisfaction work is that score constant equal to 1.181 means , if X1, and X2 n value equal to 0, then the variable Y has score of 1.181.
- Coefficient regression variable X1 of 0.349 means if variable other value free fixed and X1 experienced increase by as much as 1%, then Y will experience increase of 0.349. Coefficient worth positive it means occur connection positive Among Satisfaction Work to performance employee .
- Coefficient regression variable X2 of 0.277 means if variable other value free fixed and X2 experienced increase by as much as 1%, then Y will experience increase of 0.277. Coefficient worth positive it means occur connection positive Among Motivation to performance employee .

a. F test

Testing this using the F statistical test contained in the table anova . Following is model feasibility test results (F test) in study this :

Table 2. F Test

**ANOVA<sup>a</sup>**

<i>Model</i>	<i>Sum of Squares</i>	<i>Df</i>	<i>Mean Squares</i>	<i>F</i>	<i>Sig.</i>
<i>Regression</i>	716,905	3	238,968	55,407	.000 <sup>b</sup>
<i>residual</i>	323,475	75	4,313		
<i>Total</i>	1040380	78			

Source : SPSS Data Processed Version 23.00

As for the formula look for  $F_{table}$  that is as following :

$$F_{table} = k : (nk-1)$$

Level of significance ( $\alpha$ );  $\alpha = 0.05$

Description :

k = Amount variable independent

n = Amount respondent

$\alpha$  = Probability

Level of significance ( $\alpha$ );  $\alpha = 0.05$

$$F_{table} = k : (nk-1)$$

$$= 2 : (127-2-1)$$

$$= 2 : 124$$

$$= 3.07$$

Based on F statistical test results in the table ANOVA is known that score significance of 0.000 which means that score is < than 0.05 and  $F_{count} 55.407 > F_{table} 3.07$  means that  $H_0$  is rejected  $H_a$  is accepted so could said that variable Satisfaction Work, and Motivation in a manner simultaneous take effect significant on Employee Performance.

b. t test (parsial test)

Conducted for see in a manner individual influence from variable independen (X1, X2) of the form satisfaction work and motivation work in a manner parsial take effect significant or no to performance employee.

Table 3. t Test

**Coefficients<sup>a</sup>**

<i>Model</i>	<i>Unstandardized Coefficients</i>		<i>Standardized Coefficients</i>	<i>t</i>	<i>Sig.</i>	<i>Collinearity Statistics</i>	
	<i>B</i>	<i>std. Error</i>	<i>Betas</i>			<i>tolerance</i>	<i>VIF</i>
<i>Constant</i>	1,181	1694		.697	.488		
<i>X1</i>	.349	.106	.357	3,296	.010	.354	2,824

X2	.277	.107	.253	2,5 78	0 12	.431	2,319
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Source : SPSS Data Processed Version 23.00

As for the formula look for  $t_{table}$  that is as following :

$$t_{table} = \alpha / 2 : (nk)$$

Level of significance ( $\alpha$ );  $\alpha = 0.05$

Description :

$\alpha$  = Probability  
 k = Amount variable independent  
 n = Amount respondent  
 Level of significance ( $\alpha$ );  $\alpha = 0.05$   
 $t_{table} = \alpha / 2 : (nk)$   
 $= 0.05 / 2 : (127-2)$   
 $= 0.025 : 125$   
 $= 1.97912$

- on the table X1 value  $t_{count} > t_{table} = 3.296 > 1.97928$  so that  $H_0$  is rejected and  $H_a$  is accepted, which means variable Satisfaction Work influence variable Employee Performance.
- on the table X3 value  $t_{count} > t_{table} = 2.578 > 1.97928$  so that  $H_0$  is rejected and  $H_a$  is accepted, which means variable Motivation influence variable Employee Performance.

c. Analysis Coefficient Determination ( $R^2$ )

For see magnitude influence variable independent about variable dependent in a manner whole could seen in the table summary models following this ;

Table 4. Analysis Coefficient Determination ( $R^2$ )

<b>Summary Model<sup>b</sup></b>					
Model	R	R Square	Adjusted R Square	std. Error of the Estimate	Durbin-Watson
1	.830 <sup>a</sup>	.689	.677	2077	2,533

Source : SPSS Data Processed Version 23.00

On the table on obtained score R Square = 0.689 = 68.9% of this means variable independent Satisfaction Work (X1) and Motivation Work (X2) continuously together influence variable dependent Employee Performance (Y) of 68.9%.

#### 4. CONCLUSION

Based on explanation from results research and discussion that has been done by the author so can be concluded things as following :

1. Satisfaction Work ( $X_1$ ) effect significant on Employee Performance (Y) at Telkomsel Authorized Partner (TAP) in Indragiri Hilir, Indragiri Hulu and Kuantan Singingi .

2. Motivation Work ( $X_2$ ) effect significant on Employee Performance (Y) at Telkomsel Authorized Partner (TAP) in Indragiri Hilir, Indragiri Hulu and Kuantan Singingi .
3. Satisfaction Work, and Motivation Work take effect positive and significant on Employee Performance at Telkomsel Authorized Partner (TAP) in Indragiri Hilir, Indragiri Hulu and Kuantan Singingi.

Author 's suggestions in connection with results study is as following :

1. For Telkomsel Authorized Partner (TAP) in Indragiri Hilir, Indragiri Hulu and Kuantan Singingi.

He should maintain availability good facilities and infrastructure, provide equal opportunity and treatment in doing work, like open opportunity increase position for outstanding employee so that no occurrence of OCB in employees. Give policy and rules which give convenience for partners to working with Telkomsel with give support by smoothness and convenience partners.

2. For Researcher Next

Research results this expected could becomes consideration for leader for taking decision to achieve destination principal at Telkomsel Authorized Partner (TAP) in Indragiri Hilir, Indragiri Hulu and Kuantan Singingi.

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