



The Influence of Work Motivation and Job Satisfaction on the Performance of Employees of Perumda Air Minum Wair Pu'an, Sikka Regency

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Abstract The background of this employee's performance of Perumda Wair Pu'an Water Supply Sikka Regency has not been maximized. This research aims to (1) determine the description of employee performance, work motivation, and job satisfaction; (2) analyze the influence of work motivation and job statistics on employee performance both partially and simultaneously. The population in this research were employees of Perumda Wair Pu'an Water Supply Sikka Regency, totaling 50 people. This research was carried out through a census or saturated sampling due to limited population. Data were collected through questionnaires and analyzed using descriptive methods and inferential statistics, namely multiple linear regression. Hypothesis testing was done through the F-test and t-test. The descriptive analysis results showed that the variables of employee. Performance, work motivation, and job satisfaction were categorized as good enough. The statistical results of the F test showed that simultaneously the variables Work Motivation and Job Satisfaction had a significant influence on employee performance. The results of the t-test statistic showed that partially the variables of work motivation and job satisfaction had a significant influence on employee performance. The results of the Determination analysis showed that the two independent variables in this research can explain the fluctuation of employee performance by 30.5%.

Keywords : Work Motivation, Job Satisfaction, Employee Performance

1. BACKGROUND

The need for water is one of the basic needs for every living creature including humans. Without water humans will experience difficulties in their survival, therefore its processing must be regulated as well as possible so that it can be used effectively and efficiently. Therefore, water is important for human survival, without water humans cannot survive, because water needs to be considered for its quality and quantity which can be used as clean, cheap and healthy drinking water. For this reason, efforts are needed to fulfill needs, including by increasing the capacity of clean water production. One effort is to provide clean water services to the community.

Perumda Air Minum Wair Pu'an is located at Jl. Anggur No.2, Kota Baru, Alok Timur District, Sikka Regency, East Nusa Tenggara is a regional company under the auspices of the Sikka Regency government which is in the field of drinking water management and services, especially in the Sikka Regency area. The fulfillment of water needs for the population of Sikka Regency in particular has been organized by the regional government, namely Perumda Air Minum Wair Pu'an, which has the task of organizing regional businesses, namely providing, managing, selling, and distributing raw water to become drinking water which must first go through a processing process that has health standards and requirements. Therefore, human resources must be considered, maintained and need to be developed continuously in order to

obtain quality human resources in the true sense, namely the work carried out will produce something that is desired. Without human resources, whatever form and sophistication of technology owned by the organization cannot function optimally.

Employee performance is a comparison of the work results achieved by employees with predetermined standards. Performance also means the results achieved by a person, both in quality and quantity in an organization according to the responsibilities given to him. (Rosmaini & Tanjung, 2019: 4). This is in accordance with the opinion of Bernardin and Russel (2015) in Muhyi (2021: 56) which states that performance is one of the benchmarks used to determine whether a job is done well or not based on six indicators, namely, *Quality*, *Quantity*, *Time Lines*, *Cost Effectiveness*, *Need for supervision* and *Interpersonal impact*.

Based on the previous explanation, to see the performance conditions of employees of Perumda Air Minum Wair Pu'an, Sikka Regency, a pre-survey was conducted by distributing temporary questionnaires to 50 employees. Based on the distribution of the questionnaire, the data obtained were as in the following table:

Table 1. Pre-survey Data Results

No	Indicator	STS (1)		TS (2)		KS (3)		S (4)		SS (5)		Actual Score	Ideal Score	Total Score
		F	N	F	N	F	N	F	N	F	N			
1	<i>Quality (quality)</i>	4	4	3	6	20	60	11	44	2	10	124	200	62.00
2	<i>Quantity (quantity)</i>	1	1	7	14	5	15	22	88	5	25	143	200	71.50
3	<i>Time Lines (punctuality)</i>	4	4	5	10	9	27	17	68	5	25	134	200	67.00
4	<i>Cost Effectiveness (cost effectiveness)</i>	2	2	10	20	8	24	11	44	9	45	135	200	67.50
5	<i>Need For Supervision (supervision)</i>	1	1	7	14	9	27	18	72	5	25	139	200	69.50
6	<i>Interpersonal Import</i>	4	4	4	8	0	0	17	68	15	75	155	200	77.50
Amount												830	1200	69.17
SS: Strongly Agree (Score 5), S: Agree (Score 4), KS: Less Agree (Score 3), TS: Disagree (Score 2), STS: Strongly Disagree (Score 1), F: Frequency, N = Frequency x Score, Number of Respondents: 20 people, Number of Statements: 12, Actual Score = Total number of answers from all respondents (total N), Ideal Score = Highest score x Number of respondents, Total Score = (Actual Score/Ideal Score) x 100%														

Source: Results of 2023 pre-survey questionnaire data processing

Based on table 1. it can be seen that the performance of employees at the Wair Pu'an Regional Public Water Company (Perumda) of Sikka Regency is not optimal. This can be seen from the percentage of the total employee performance score of 69.17%. By looking at these

results, there is a gap of 30.83% (100% - 69.17%) which is a problem with employee performance at the Wair Pu'an Regional Public Water Company (Perumda) of Sikka Regency.

Employee performance problems do not occur by themselves but are determined by many factors, namely in terms of employee work motivation and job satisfaction according to (Handoko, 2000:193-194). In this study, the first factor that greatly determines the high and low performance of employees is Work Motivation. Bangun (2014:312) said that motivation is a condition that encourages others to be able to carry out tasks according to their function in the organization. The process is different for each employee so that managers need to pay attention to it. Work motivation is a drive from within and outside the employees so that they can work productively and accompanied by a high sense of responsibility in order to achieve personal and organizational goals. The goal of a person to work is to get a salary, which is then used to buy all the necessities to meet their life needs.

Based on observations / interviews at Perumda Air Minum Wair Pu'an Sikka Regency, researchers found one of the variables related to employee performance, namely Work Motivation. Problems related to work motivation are that the motivation given by the company is still lacking, many employees do not get recognition or appreciation for their work results, this can be seen when employees complete a job they feel they do not get enough appreciation from their superiors so that the desire to get appreciation from their superiors has not been achieved, there is a lack of good communication with coworkers, a lack of guarantees, and a lack of training and development for employees that are carried out to improve employee productivity and performance.

In addition to work motivation, another factor that determines employee performance at Perumda Air Minum Wair Pu'an, Sikka Regency is Job Satisfaction. Employee job satisfaction is an important tool in a company because it will directly or indirectly affect work productivity. Gran bab and Baron (2003:148) describe job satisfaction as a positive or negative attitude that individuals have towards their work. Job satisfaction is the impact or result of the effectiveness *of performance* and success in working. . Work motivation and job satisfaction greatly affect employee performance, seen from previous research there are differences in research results, Furthermore, to provide direction in this research, a research gap is formulated as shown in the following table:

Table 2. Summary of research gaps

No	Variable Relationship	Research result	Researcher
1	The Influence of Work Motivation on Employee Performance	Positive and significant impact	Rizki Rahmawani (2021), Ratna Ayu Mariskha (2021), Nopi Oktavianti (2020)
		Negative and insignificant impact	Ivan Timothy (2017), Tanjung and Manalu (2019)
2	The Influence of Job Satisfaction on Employee Performance	Positive and significant impact	Suryadi, Karyono (2022), Chandra Fitra Arifianto (2018)
		Positive and insignificant influence	The Legend of Zelda (2017)
		Negative and insignificant impact	Ekawati et al(2020)

The results of previous research show that work motivation has a positive and significant influence on employee performance. and has a negative and insignificant effect on employee performance . Furthermore, the results of previous research also show that job satisfaction has a positive and significant impact on employee performance And has a negative and insignificant effect on employee performance . From the results of previous studies that vary, it has caused *a research gap* , therefore the differences in the results of these studies need to be clarified again the findings of empirical evidence about the extent to which work motivation and job satisfaction influence employee performance , and this is a gap for clarity of research results.

2. THEORETICAL STUDY

Employee performance

Mangkunegara in Nurjaya *et al* ., (2021) Performance is the result of work in quality and quantity achieved by a worker in carrying out his obligations in accordance with the obligations given to him . Mangkunegara (2009:67) in Wellem (2018:86-106) states that the concept of performance is an abbreviation of work energy kinetics which is equivalent in English to performance. The term performance is often Indonesianized as performance. Performance is the output produced by the functions or indicators of a job or a profession within a certain time. According to Indra Bastian in Irham Fahmi (2010:2) performance is "a description of the level of achievement of the implementation of an activity/program/policy in realizing the goals, objectives, mission and vision of the organization as stated in the formulation of a strategic scheme (*strategic planning*) of an organization". in Selvin *et al* (2023:121-132) states that Performance is the result of work achieved by employees based on

job requirements. An employee is said to have successfully carried out his work or has good performance, if the work results obtained are higher than the performance standards. Meanwhile, the definition of performance according to Prawirosentono (2008: 2) in Da Silva (2012: 63) states that performance is the implementation of functions required of a person.

Performance is the work results that can be achieved by a person or group of people in an organization, in accordance with their respective authorities and responsibilities, in order to achieve the goals of the organization concerned legally, without violating the law, and in accordance with morals and ethics. According to Munandar (2008:287) in Muda (2021:218-226) performance is the success of personnel, teams, or organizational units in realizing previously set strategic targets with the expected behavior. Performance assessment is the process of assessing the personality traits, work behavior, and work results of a worker or employee (worker and *manager*), which are considered to support their work performance which is used as a consideration for decision-making regarding actions in the employment sector.

Work motivation

The basic word of motivation *is* a motive which means the drive, cause, or reason for someone to do something. Therefore, motivation can mean a condition that drives or becomes the cause of someone to do something or an activity, which takes place consciously . Work motivation is a drive that comes from a person or another person to work harder in a company (Purnomo, 2014:32) . There are several opinions put forward by experts about work motivation. According to Sedermayanti (2017:154) work motivation is something that creates a drive/spirit to work, a driving force for work enthusiasm. According to McClelland, in Anwar Prabu (2011:94) motivation is a mental condition that drives someone to achieve their maximum performance.

Job satisfaction

According to Handoko (2020:193) job satisfaction is an employee's pleasant or unpleasant opinion about their work, this feeling can be seen from the employee's good behavior towards work and all things experienced in the work environment. Thus, job satisfaction is also related to employee belonging and loyalty because it is their affectionate view or feelings about the organization or company.

Vecchino (in Wibowo, 2016:415) argues that job satisfaction is a person's thoughts, feelings, and tendencies of action which are a person's attitude towards work. This means that job satisfaction is also very much related to the overall mental process and actions that will be carried out by employees or personnel. In other words, this attitude will affect their performance and psychological processes towards the work they will do.

Research Hypothesis

- H1 : Work motivation has a significant partial effect on performance . employee..
- H2 : Job satisfaction has a partial significant effect on employee performance.
- H3 : Work motivation and job satisfaction simultaneously have a significant effect on performance employee.

3. RESEARCH METHODS

The population in this study were all employees of Perumda Air Minum Wair Puan, Sikka Regency, totaling 50 employees . The sampling technique in this study was saturated sampling (*total sampling*) so that all members of the population were sampled. Data were collected through questionnaires and to find out whether the questions in the questionnaire as a data collection tool were good and did not cause biased information, an instrument test was needed, namely a validity and reliability test . The results of the validity and reliability tests showed that all statement items were valid and reliable. Furthermore, the data were analyzed using descriptive methods and inferential statistics, namely multiple linear regression. Hypothesis testing was carried out through the F test and t test.

4. RESULTS AND DISCUSSION

Descriptive Analysis

The results of the descriptive analysis show that: (1) The percentage of the total score for the Work Motivation Variable is 60.25 % with the category of Quite Good ; (2) The percentage of the total score for the Job Satisfaction Variable is 56.44 % with the category of Quite Good ; (3) The percentage of the total score for the Employee Performance Variable is 59.93 % with the category of Quite Good .

Partial Hypothesis Test (t-Test)

Partial Hypothesis Testing (t-Test) is used to test the significance of the influence of each independent variable, namely: work motivation variable (X1) and job satisfaction (X2). partially on the dependent variable of employee performance (Y) . The results of the analysis of the t-test hypothesis test using the SPSS program, obtained the results shown in the following table:

Table 3. Partial hypothesis test (t-test)

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics
	B	Std. Error	Beta			Tolerance
(Constant)	18,107	4,164		4,348	,000	
X1	,278	,121	,302	2,294	,026	,856
X2	,330	,120	,362	2,753	,008	,856

Source: Data Analysis Results 202 3

Based on data analysis in table 3. above, the partial hypothesis test (t-test) for each independent variable against the dependent variable is as follows:

- Work Motivation Variable (X_1)

The results of the statistical test show that the t - value with a significant value of 0.026 . The significance value is smaller than the alpha level used 5% (0.05), then the decision is to accept the alternative hypothesis (H_a) and reject the null hypothesis (H_o), that partially the work motivation variable (X_1) has an influence significant on employee performance variables (Y) .

- Job Satisfaction Variable (X_2)

The results of the statistical test show that the t - value with a significant value of 0.008. The significance value is smaller than the alpha level used of 5% (0.05), then the decision is to accept the alternative hypothesis (H_a) and reject the null hypothesis (H_o), that partially the job satisfaction variable (X_2) has an influence Which significant on employee performance variables (Y) .

Simultaneous Hypothesis Testing (F Test)

Simultaneous hypothesis testing (F test) aims to simultaneously test the influence of the independent variables Work motivation (X1) and Job satisfaction (X2) together on the dependent variable Employee performance (Y) . The results of the F-test hypothesis test analysis using the SPSS program, obtained the results shown in the following table:

Table 4. Simultaneous hypothesis test (F test)

Table 4. Simultaneous hypothesis test (F test) ANOVA ^b						
Model	Sum of Squares	df	Mean Square	F	Sig.	
Regression	514,030	2	257,015	10,308	,000 ^b	
Residual	1171,890	47	24,934			
Total	1685,920	49				

Source: Data Analysis Results 202 3

calculated F value of 10.308 with a significance value of 0.000. The significance value of 0.000 is smaller than the alpha level used, which is 5% or 0.05, so the 2 independent variables

in this study have a positive and significant influence. on employee performance (Y) , meaning that the rise and fall of employee performance values are very much determined by the rise and fall of the 2 independent variables in this study, namely: work motivation variables (X1) and job satisfaction (X2) . It can be concluded that together the 2 independent variables, namely work motivation variables (X1) and job satisfaction (X2) , have a significant effect on employee performance (Y).

Coefficient of Determination (R ²)

The coefficient of determination (R²) is used to measure how far the model's ability to explain the variation of the dependent variable . The results of the analysis using the SPSS program, obtained the R² results ^{shown} in the following table:

Table 5. Coefficient of determination (R ²)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,552 ^a	,305	,275	4.99338

Source: Data Analysis Results 202 3

Based on the results of the data analysis in table 5. above, it can be seen that the value of the determination coefficient (R²) above shows that the relationship between the independent variables with employee performance (Y) is as follows: the correlation coefficient value (r) is 0.552, this value is between the coefficient interval 0.50-7.99 so that the level of relationship between the independent variables with employee performance (Y) interpreted as "**Strong**" . This means that the magnitude of the contribution of the variables of Work Motivation and Job Satisfaction to the Performance of Employees of Perumda Air Minum Wair Pu'an, Sikka Regency is 30.5% while 69.5% is influenced by other factors outside the research variables.

The Influence of Work Motivation on Employee Performance

The results of the statistical test show that the t - value with a significant value of 0.026 . The significance value is smaller than the alpha level used 5% (0.05), t _{count} > t _{table} 2.294 > 2.01, then the decision is to accept the alternative hypothesis (H _a) and reject the null hypothesis (H _o), that partially the work motivation variable (X ₁) has an influence significant on employee performance variables (Y) .

Motivation is an important element in humans that plays a role in realizing success in human efforts or work. The basis for implementing motivation by an employee is knowledge and attention to human behavior as a determining factor in organizational success. According to Siagian (2004) motivation is a driving force that causes a member of an organization to be willing and ready to mobilize abilities in the form of expertise or skills, energy and time to

carry out various activities that are his responsibility and fulfill his obligations, in order to achieve the goals and various organizational targets that have been determined previously. With motivation, employees will be able to improve their performance (Hasibuan, 2010: 152-167).

The results of this study support previous research conducted by Rizki Rahmawani (2021) in a study on the Influence of Work Motivation and Job Satisfaction on the performance of PT. Sinarmas Medan employees. Where the research results show that the motivation variable partially has a significant effect on performance.

The Influence of Job Satisfaction on Employee Performance

The results of the statistical test show that the t-value has a significant value of 0.008 . The significance value is smaller than the alpha level used, 5% (0.05), $t\text{-value} > t\text{-table } 2.753 > 2.01$, then the decision is to accept the alternative hypothesis (H_a) and reject the null hypothesis (H_o), that partially the job satisfaction variable (X_2) has an influence Which significant on employee performance variables (Y) .

Job satisfaction will be achieved when employee needs are met through work. With high job satisfaction will increase employee performance towards the organization where they work. (Suryadi Karyono, 2022)

The results of this study support previous research conducted by Rizki Rahmawani (2021) in a study on the Influence of Work Motivation and Job Satisfaction on Employee Performance at PT. Sinarmas Medan. Where the research results show that the job satisfaction variable partially has a significant effect on performance.

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The results of the statistical test show that the calculated F value has a significant value of 0.000. The significance value is smaller than the alpha level used 5% (0.05), $\text{calculated } F > F\text{ table } 10.308 > 3.20$, then H_o is rejected. It can be concluded that together the two independent variables, namely work motivation variables (x_1) and job satisfaction (X_2), have a significant effect on employee performance (Y).

In a company, the level of success can be influenced by employee performance. Employee performance itself is influenced by various factors, such as employee work motivation and job satisfaction. Work motivation is a combination of internal and external forces that cause employees to do a job according to certain behaviors. The behavior carried out is directed at achieving individual employee and organizational goals. Employees who have high work motivation will make positive choices when working so that they can achieve the expected job satisfaction and good performance for the company.

In relation to the influence of work motivation and job satisfaction on performance, it can be explained that the performance sought by the company depends on the level of work motivation and job satisfaction of employees (Mathis and Jackson, 2001:89).

The results of this study support previous research conducted by Rizki Rahmawani (2021) in a study on the Influence of Work Motivation and Job Satisfaction on Employee Performance at PT. Sinarmas Medan. Where the research results show that the variables of motivation and job satisfaction simultaneously have a significant effect on performance.

5. CONCLUSION

Based on the analysis, this study concludes the following: Descriptive analysis revealed that Work Motivation (60.25%), Job Satisfaction (56.44%), and Employee Performance (59.93%) at the Wair Pu'an Drinking Water Company Office, Sikka Regency, were categorized as Quite Good. Individually, t-test results indicated a positive and significant effect of both Work Motivation and Job Satisfaction on Employee Performance; an increase in either variable leads to a significant increase in employee performance. Simultaneously, the F-test demonstrated that Work Motivation and Job Satisfaction together have a significant effect on Employee Performance. Furthermore, the determination analysis showed that Work Motivation and Job Satisfaction collectively explain 30.5% of the variance in Employee Performance at the aforementioned company.

6. SUGGESTION

Based on the study's conclusions, the following recommendations are proposed: First, the Wair Pu'an Drinking Water Company Office of Sikka Regency should focus on enhancing employee performance by improving both work motivation and job satisfaction. To boost work motivation, leaders are advised to provide employees with input regarding responsibility, self-development, and independence at work, fostering positive work attitudes and supporting organizational goal achievement. To improve job satisfaction, leaders should offer specific feedback, consider implementing employee recognition programs, address employee needs, and cultivate a positive and conducive work environment. Second, future researchers investigating employee performance are encouraged to include additional relevant variables

not examined in this study. This expanded research can provide more comprehensive reference material for the Wair Pu'an Drinking Water Company Office in its decision-making processes.

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