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Analysis of the Effect of Motivation and the Working Environment on Job Performance through Job Satisfaction as an Intervening Variable in the Department of Population and Civil Registration of Manggarai, Indonesia

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Abstract:

This study examines four variables, namely motivation, work environment, job satisfaction and job performance. This study aims to 1) describe the variables of motivation, work environment, job satisfaction and job performance. 2) to analyze the influence of motivation and work environment on job satisfaction. 3) to analyze the influence of motivation and work environment on job performance. 4) analyze the effect of job satisfaction on job performance. 5) to analyze the influence of motivation and work environment on the performance of the staff of the Manggarai Regency Population and Civil Registry Service through job satisfaction as an intervening variable. The samples in this study were 45 jobs at the Department of Population and Civil Registry of Manggarai Regency, NTT, Indonesia. The analysis technique in this research is using SEM (Structural Equation Modeling) path analysis.

The results of the analysis show that motivation and work environment have a significant effect on job satisfaction. Motivation and work environment have a significant effect on job performance. Job satisfaction has a significant effect on job performance. In addition, motivation and work environment have a significant effect on job performance through job satisfaction.

Keywords: Motivation, work environment, job satisfaction, job performance, SEM (Structural Equation Modeling)

1. Introduction

Every organization must have goals to be achieved through the implementation of work in accordance with what has been planned by the organization, this work is closely related to human resources because human resources have the most important role in doing work to achieve the goals that the organization has targeted. The success or failure of an organization depends on the human resources it has, because the resources in the organization will act as the main driving force for the course of an organization in terms of achieving goals. An organization will not be able to optimize its performance without jobs who are competent, have expertise and are dedicated to the wishes of the organization. In today's global competition, the world of work really needs people who can think ahead, be smart, innovative and able to work. Because human resources are one of the important factors in an organization, full attention will be made to advance existing human resources.

Job performance is influenced by several factors, both related to the workforce itself and those related to the company or organizational environment. Every government organization is required to be able to optimize human resources and how human resources are managed. The management of human resources cannot be separated from the factor of jobs who are expected to perform as well as possible in order to achieve the goals of government organizations. Jobs are the main asset of the organization and have a strategic role in the organization, namely as thinkers, planners, and controllers of organizational activities. Administrators of government, both State Civil Servants (SCS) and honorary staff who are in an agency, are the spearhead of the implementation of government where their main duties and functions are to assist the smooth running of government from various sectors that are in direct contact with the community or holders of authority for the benefit of society. Research conducted by Ronald Bua Toding in 2018 on work motivation, leadership, and organizational culture influences job performance at the Central Kalimantan Provincial Education Office. The results of this study show that work motivation, leadership and organizational culture simultaneously have a significant effect on job performance in the office. Central Kalimantan Provincial Education Office accepted or proven.

Motivation has an important role in an organization without motivation, jobs will not succeed in completing a job maximally because there is no will that comes from within the job himself, what appears is just routine. Low motivation for jobs will also affect the performance of the jobs themselves. The work motivation factor of the staff of the Manggarai Regency Population and Civil Registry Service in carrying out the duties of the state servants is very important in determining the success of the performance of the Manggarai Regency population and civil registration service as service providers to the people of Manggarai Regency. Research related to the relationship between motivation and performance has been conducted by Toding (2018) and also by Suryadi (2015) with the results of both research that there is a significant relationship between motivation and performance of jobs or jobs.

The Department of Population and Civil Registry of Manggarai Regency is expected to have a strategic role in providing good services to the people of Manggarai Regency in managing e-ID cards or other letters regarding population. Thus, it is hoped that the Department of Population and Civil Registration of Manggarai Regency will be able to carry out its government functions as well as possible, especially service functions. The Department of Population and Civil Registry as an agency that functions as a community service in administering letters on population must provide optimal services in accordance with what has been instructed. In accordance with the vision of the Manggarai Regency Population and Civil Registry Service, which is to become a Professional, Transparent, Accountable, and Respective Population Administration Institution and the mission of the Manggarai Regency Population and Civil Registry Service, namely Realizing Population Services as Whole and Integrated, therefore the performance of the Jobs must be upgraded so that they can provide good services to the community so that the vision and mission of the population and civil registration services can be maximally achieved.

2. Literature Review

2.1. Job performance

According to Hasibuan (2002: 160) performance is a result of work achieved by a person in carrying out his duties on skills, effort and opportunity. Based on the above explanation, performance is a result achieved by a person in carrying out tasks based on skills, experience and seriousness and time according to predetermined standards and criteria. Job performance is the result of a certain planned work process at the time and place of the job and the organization concerned according to Mangkuprawira and Hubeis (2007: 153).

2.2. Job Satisfaction

According to Hasibuan (2016: 202) job satisfaction is a pleasant emotional attitude and loves his job. This attitude is reflected in work morale, discipline, and a combination of inside and outside work and job satisfaction at work, according to him, is the satisfaction enjoyed at work by obtaining work praise, placement, treatment, equipment, and a good working environment. Jobs that prefer to enjoy job satisfaction at work will prioritize their work rather than remuneration even though remuneration is important.

According to Robins (2014), satisfied jobs are more likely to talk positively about the organization, help colleagues, and make their work performance exceed normal thinking, more than that, satisfied jobs may be more obedient to the call of duty, because they want to repeat the experience; their positive experiences.

2.3. Motivation

According to Samsudin (2010: 281) states that motivation is the process of influencing or encouraging from outside a person or work group so that they want to carry out something that has been determined. Meanwhile, according to Liang Gie in Samsudin stated that motivation is the work done by managers in providing inspiration, enthusiasm and encouragement to others, in this case jobs take certain actions.

According to Stears in Sedarmayanti (2010: 233) motivation is the power of an individual's tendency to involve himself in activities directed at goals at work.

2.4. Work Environment

According to Nitisemite (2007:66) states that the work environment is all things or everything that is in the worker's environment that can affect themselves in carrying out work. A good and conducive work environment is needed by jobs to achieve job satisfaction, so that the company targets that are imposed can be realized immediately.

According to Sedarmayati (2011:2) the work environment is the entire tooling tool and material faced, the surrounding environment where a person works, his work methods, and work arrangements both individually and as a group.

3. Research Conceptual Framework

Figure 1: Conceptual Framework

Note: X1: Motivation, X2: Work Environment, Y1: Job Satisfaction, Y2: Job Performance

The relationship between motivation and job satisfaction, motivation is a process of influencing a person or work group to want to carry out something that has been determined (Samsudin, 2010: 281). Jobs who feel motivated will feel satisfaction at work, job satisfaction is a process of raising the level of motivation to be more productive and is a form of job employment that is driven by the fulfillment of their needs. The relationship between work environment and job satisfaction, work environment is all things that are in the worker's environment that can influence jobs in carrying out work (Nitisemite 2007: 66). Organizations are required to be able to create a safe work environment, not only the conditions around the environment, but the availability of facilities within the organization to support the work of its jobs. With a safe environment and the availability of facilities provided by the organization, jobs will feel satisfied in carrying out the tasks assigned to them. The relationship between job satisfaction and job performance, job satisfaction is a pleasant emotional attitude and loves his job (Hasibuan 2016:202) satisfaction in work with work praise, placement, treatment, equipment, and a good working environment. Jobs who have a high level of job satisfaction will have a positive influence on the organization where they work.

4. Research Method

This research method uses quantitative methods with data collection instruments using a questionnaire (questionnaire). The number of samples in this study was 45 people who were civil servants who worked in the Department of Population and Civil Registry of Manggarai Regency. The data analysis technique used SEM (Structural Equation Modeling) analysis.

4.1. Variables and indicators

Motivation is measured by four indicators, namely physiological needs, security needs, social needs, and reward needs. The work environment is measured by two indicators, namely the work atmosphere and the availability of work facilities. Satisfaction is measured by four indicators, namely satisfaction with colleagues, satisfaction with the job itself, satisfaction with promotion opportunities, and satisfaction with salaries. Job satisfaction is measured by four indicators, namely quantity, quality, timeliness, and attendance.

Variables and Indicators	Number of Instruments
Motivation (X1)	
Physiological Needs (X1.1)	4
Security Needs (X1.2)	3
Social Needs (X1.3)	3
Need for Appreciation (X1.4)	3
Work Environment (X2)	
Working atmosphere (X2.1)	4
Availability of Work Facilities (X2.2)	2
Job Satisfaction (Y1)	
Satisfaction with Colleagues (Y1.1)	3
Satisfaction with the Work itself (Y1.2)	3
Satisfaction with Promotion Opportunities (Y1.3)	3
Satisfaction with Salary (Y1.4)	3
Job Performance (Y2)	
Quantity (Y2.1)	3
Quality (Y2.2)	3
Punctuality of Time (Y2.3)	4
Attendance (Y2.4)	3

Table 1: Variables, Indicators, and Instruments

5. Research Result

5.1. Respondent Profile

Gender	%
Male	58
Woman	42
Length of work	%
< 3 years	22
3-6 years	40
7-10 years	31
10>	7
Age	%
<26 years	7
26-30 years	27
31-35 years	24
35 years>	42
Level of education	%
Senior High School	7
Diploma 3	11
S1	75
S2	7

Table 2: Profile of Respondents

Most respondents are males with a vulnerable age of 35 years>, which means that the respondents are at the maturity level and the respondents are mostly graduates of undergraduate education.

5.2. Description of Analysis Results

Descriptions of respondents' perceptions can be analyzed from the average value generated by indicators as well as instrument items. The indicator that has the highest average and also illustrates the motivation variable is social needs with the highest item, namely jobs of the Population and Civil Registry Service, can establish harmonious relationships with fellow jobs. The indicator that has the highest average and describes the work environment variable is the work atmosphere with the highest item, namely the lighting in the work place that is in accordance with the needs. The indicator that has the highest average and illustrates the job satisfaction variable is satisfaction with colleagues with the highest item, namely the existence of good communication between jobs so that a sense of kinship between jobs is created. The indicator that has the highest average and illustrates the job performance variable is the punctuality of the item with the highest, that is, jobs often coordinate with fellow colleagues if they find it difficult to carry out their duties.

5.3. Results of Linear Regression Analysis

In this study, two regressions were carried out to build structural equations. Here are the results of the regression model equation:

Figure 2: Regression Equation Model

The first multiple linear regression model: $Y1 = 0.279X1 + 0.382X2 + e1$

Second multiple linear regression models: $Y2 = 0.324X1 + 0.323X2 + 0.301Y1 + e2$

There are five regression coefficients in the equation model above and the five coefficients above show a significant influence between variables.

Variable	Direct Influence	SCORE ρ	Indirect Influence	Total Influence
Motivation to Job Satisfaction	0.279	0.045		
Work Environment to Job Satisfaction	0.382	0.007		
Motivation to Job Performance	0.324	0.024		
Work Environment to Job Performance	0.323	0.012		
Job Satisfaction to Job Performance	0.301	0.024		
Motivation to Job Performance through Job Satisfaction	0.324		$0.279 \times 0.301 = 0.084$	0.408
Work Environment to Job Performance through Job Satisfaction	0.323		$0.382 \times 0.301 = 0.115$	0.438

Table 3: Results of Direct and Indirect Effect Analysis

6. Discussion

6.1. Motivation, Work Environment, and Job Satisfaction

Motivation has a significant effect on job satisfaction, which means that the higher the motivation given to jobs, the higher the job satisfaction of the jobs will be. A review of the motivation variable which has a regression coefficient value of 0.279, this figure shows that motivation has a significant effect on job satisfaction. The motivational indicator that makes the biggest contribution to increasing job satisfaction is the reflected social needs of jobs who can establish harmonious relationships with fellow colleagues.

The work environment has a significant effect on job satisfaction, which means that the better the work environment of an organization, the higher the level of satisfaction of the jobs. The work environment variable regression coefficient value in this study is 0.382, based on the results obtained, the work environment variable has a significant effect on job satisfaction in the population and civil registry offices of the Manggarai district. An indicator of the work environment that contributes to increasing job satisfaction is the work atmosphere reflected in the lighting in the workplace that is according to the needs so that jobs feel comfortable in completing their work.

6.2. Motivation, Work Environment, Job Satisfaction, Job Performance

Job satisfaction mediates the influence of motivation on job performance, which means that motivation can improve job performance, if the jobs have high satisfaction. The performance of jobs at the Department of Population and Civil Registry of Manggarai Regency is reflected in the motivational indicators that make the biggest contribution to increasing job satisfaction, namely the social needs of jobs who can establish harmonious relationships with fellow colleagues so that the performance of jobs can be maximized.

Job satisfaction mediates the influence of the work environment on performance, which means that the performance of jobs can be improved by a clean and comfortable work environment. An organization or agency is expected to be able to create a conducive work environment so that jobs feel comfortable so that they can work optimally and achieve the goals of the organization. An indicator of the work environment that contributes to increasing job satisfaction is the work atmosphere reflected in the information in the workplace that is in accordance with the needs so that jobs feel comfortable in completing their work so that the performance of the jobs will also increase.

7. Conclusions and Suggestions

The results of the study prove that motivation and work environment affect job performance through job satisfaction, this proves that any form of motivation given by superiors to jobs supported by a conducive and safe work environment around the workplace will create a sense of job satisfaction in each job. When an job feels satisfied at work, he will be loyal to the organization and give all his abilities at work so that the performance of the jobs will increase. In this study, the variable that has the greatest direct influence is the work environment. For further research, it is recommended to conduct a deeper study of other variables related to job performance.

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