Research Article

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The Influence of Work Motivation, Work Discipline and Job Satisfaction on the Performance of Bima Regency Population and Civil Registration Service Employees

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Abstract: *This research aims to determine the influence of work motivation, work discipline and job satisfaction on the performance of Bima Regency Population and Civil Registration Service employees. This research consists of independent variables, namely work motivation, work discipline and job satisfaction, as well as the dependent variable, namely performance. The type of research used is Associative-Causal Research. The population in this study were all employees of the Bima Regency Population and Civil Registration Service, totaling 54 employees. The results show that work motivation has a positive and significant effect on the performance of Bima Regency Population and Civil Registration Service employees. Work discipline has a positive and significant effect on the performance of Bima Regency Population and Civil Registration Service employees.*

Keywords: *Work motivation, work discipline, job satisfaction, performance.*

Introduction

In the era of globalization, as one of the government agencies that serves the community, government agencies are also required to be able to adapt to the environment and developments that occur and be able to make changes. Achieving organizational goals generally requires employees to be able to carry out their duties effectively, efficiently, productively and professionally. This aims to ensure that organizations have quality human resources and at the same time have high competitiveness, so that they will produce quality community services which are of course in line with community expectations.

According to Rivai (2009) work motivation is a series of attitudes and values that influence individuals to achieve specific things in accordance with individual goals. These attitudes and values are an invisible thing that gives the power to encourage individuals to behave in achieving goals.

According to Veithzal Rivai and Ella Jauvani (2012) Work discipline is a tool used by managers to communicate with employees so that they are willing to change behavior and as an effort to increase a person's awareness and willingness to comply with all agency regulations and applicable norms.

According to Hasibuan (2017) job satisfaction is an emotional attitude that is pleasant and loves one's job. This attitude is reflected in work morale, discipline and work performance. Job satisfaction is enjoyed at work, outside work, and a combination of inside and outside work.

Method

Types of research

The type of research used in this research is causal associative research. According to Sugiyono (2019), explains causal associative research is research that asks about the relationship between two or more variables, with the aim of finding out cause and effect.

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Population

As for population The samples in this research were all employees of the Population and Civil Registration Service of Bima Regency, totaling 54 employees

Method of collecting data

The data collection method used in the research is the census. A census is research that aims to take one population group as a sample as a whole and uses a structured questionnaire as the main data collection tool to obtain specific information (Usman & Akbar, 2009).

Results and Discussion

Table 1. Identity Respondents Based on Gender

No.	Gender	Frequency (Person)	Percentage
1	Man	24	44.65%
2	Woman	30	55.35%
Amount		**54**	**100%**

Based on Table 4.2 above, it can be seen that 30 respondents were female (55.35%) is greater than male respondents, totaling 24 people (44.65%), so it can be concluded that the respondents in this study were dominated by women.

Table 2. Identity Respondents Based on Education

No.	Education	Frequency (Person)	Percentage (%)
1	SMA/SMK	8	12.31
2	Diploma	3	04.62
3	S1	40	78.46
4	S2	3	04.62
Amount		**54**	**100**

It can be seen that the characteristics of respondents are by educational levelSMA/SMKas many as 8 people with a percentage of 12.31%, Diploma as many as 3 people with a percentage of 04.62%, S1 as many as 40 people with a percentage of 78.46%, Masters as many as 3 people with a percentage of 04.62%, so it can be concluded that the respondents This research was dominated by those with a bachelor's degree.

Table 3. IdentityRespondents Based on Work Period

No.	Length of work	Frequency	Percentage
1	< 1 Year	-	-
2	15 years	4	06.15
3	6 – 10 Years	19	29.23
4	>10 years	31	64.62
	Amount	**54**	**100**

Based on table 4.3 above, it can be seen that the period of work of the respondents is that there are 4 respondents who have worked from 1-5 years with a percentage of 06.15%, respondents who have worked 6-10 years with a percentage of 29.23% and respondents who have worked above 10 years as many as 31 people with a percentage of 64.62%. So, it can be concluded that the respondents in this study were dominated by employees who had worked > 10 years.

Multiple Linear Regression Analysis

Coefficientsa

Model		Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,243	8,227		,271	,653
	WORK MOTIVATION	,215	,098	,941	12,357	,000
	WORK DISCIPLINE	,217	.122	,175	2,787	,035
	JOB SATISFACTION	,300	.134	,207	2,237	,030

Based on the table above, the regression equation used is:
$Y = 2.243 + 0.215X1 + 0.217X2 + 0.300X3 + e$

Constant Coefficient Value (a)

Based on the regression equation above, the results of the regression coefficient can be interpreted as follows: A constant of 2.243 means that if each independent variable, namely work motivation, work discipline and job satisfaction has a value of 0, then performance has a value of 2.243.

Beta Coefficient Value 1= 0.215 From the Work Motivation Variable (X1)

The regression coefficient for the Organizational Culture variable is 0.215,states that for every additional Work Motivation variable of 1 (one) unit, there will be an increase in performance of 0.215,units with the assumption that other variables are fixed values. A positive coefficient indicates a unidirectional influence between work motivation and performance, meaning that if work motivation is more effective, performance will increase.

Beta Coefficient Value 1= 0.217 From Work Discipline Variable (X2)

The regression coefficient for the Work Discipline variable (X2) is 0.217 states that for every increase in the Work Discipline variable by 1 (one) unit, there will be an increase in performance of 0.217, assuming the other variables have a fixed value. A positive coefficient indicates a unidirectional influence between Work Discipline on performance, meaning that if Work Discipline is higher or adequate, performance will increase.

Beta Coefficient Value 1 = 0.300 from the Job Satisfaction Variable (X3)

The regression coefficient for the Job Satisfaction variable (X3) is 0.300 states that for every increase in the Job Satisfaction variable by 1 (one) unit, there will be an increase in performance of 0.300, assuming the other variables have a fixed value. A positive coefficient indicates a unidirectional influence between

Job Satisfaction and performance, meaning that if Job Satisfaction is higher or adequate, performance will increase.

Normality Test Results
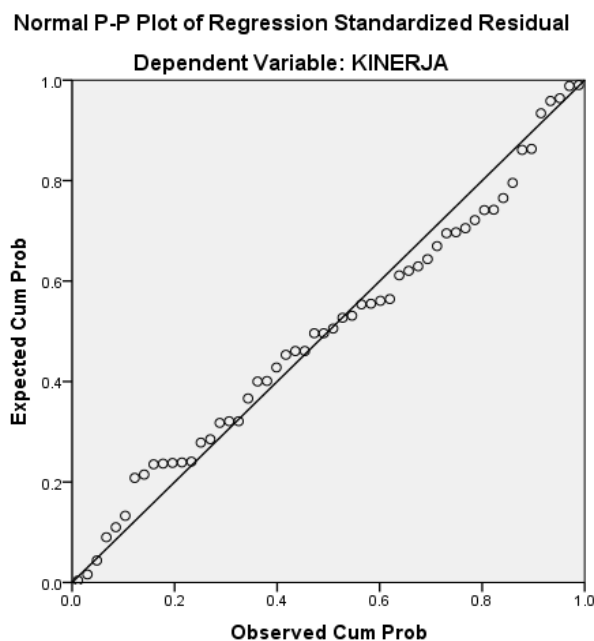
Based on Figure 4.2 above, it is known that the results of the normality test with the Normal PP Plot show that the data (points) are spread around the diagonal line and follow the direction. This means that all variables used in this research are declared to be normally distributed so that further statistical tests can be carried out.

Multicollinearity Test Results

The multicollinearity test aims to test whether the regression model finds a correlation between the independent variables. If correlation occurs, then there is a multicollinearity (multico) problem. To detect whether or not there is multicollinearity in the regression model, you need to look at the tolerance value and its opposite as well as the VIF (Variance Inflation Factor) value. The test results can be seen in the following table:

Model Feasibility Test Results

Based on table 4.12, the F test results above show that the F-calculated value is 256.144 with a significance level of 0.000 which is smaller than the standard significance level of 0.05. Based on calculations and data from the F test results using the SPSS program, it is known that the F-count value is 256.144> F-table (2.790), and the significance level is smaller than the standard significance level (0.000<0.05), so the decision taken is to accept Ha. This means that the research which aims to see the influence of Work Motivation, Work Discipline and Job Satisfaction on the performance of Bima Regency Population and Civil Registration Service employees is declared feasible and these results show that the regression model used can be said to meet the assumptions of the feasibility of a research model with the research data analyzed. .

Partial Regression Coefficient Test Results (t Test)

Coefficientsa

Model		Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,243	8,227		,271	,653
	WORK MOTIVATION	,215	,098	,941	12,357	,000
	WORK DISCIPLINE	,217	.122	,175	2,787	,035
	JOB SATISFACTION	,300	.134	,207	2,237	,030

       Based on the value of table 4.11, it can be seen that the calculated t value for each variable is as follows

1. The t value of the work motivation variable (X1) is 12.357 with a significance of 0.000 because t count > t table (12.357 > 2.008) so partially there is a significant influence on the performance (Y) of Bima Regency Population and Civil Registration Service employees. So from the results of the calculations above, the hypothesis states "It is suspected that work motivation has a positive and significant effect on the performance (Y) of Bima Regency Population and Civil Registration Service employees". Proven

2. The t-count value of the Work Discipline variable (X2) is 2.787 with a significance of 0.035, because t count > t table (2.787 > 2.008) then partially there is a significant influence on the performance of Bima Regency Population and Civil Registration Service employees. So from the calculation results above, the hypothesis states "It is suspected that work discipline has a positive and significant effect on performance"

3. The t-count value of the Job Satisfaction variable (X3) is 2.237 with a significance of 0.030, because t count > t table (2.237 > 2.008) then partially there is a significant influence on the performance of Bima Regency Population and Civil Registration Service employees. So from the calculation results above, the hypothesis states "It is suspected that job satisfaction has a positive and significant effect on performance"

Coefficient of Determination

       The results of the Determination Coefficient Test (R2) for multiple regression obtained an Adjusted R2 value of 0.939 (93.9%) which is the value of the coefficient of simultaneous determination of the variables Work Motivation, Work Discipline and Job Satisfaction on the Performance of Bima Regency Population and Civil Registration Service Employees . This value shows that the influence of work motivation, work discipline and job satisfaction on the performance of Bima Regency Population and Civil Registration Service employees is 93.9% while the remainder (100% - 93.9%= 0.061%) is explained or can be influenced by variables -other variables outside the model included in the research.

The Influence of Work Motivation on Performance

       The results of statistical analysis in this research show that the regression coefficient value for the Work Motivation variable (X1) is positive at 12.357. This means that every increase in one variable will increase the performance of Bima Regency Population and Civil Registration Service employees by 12,357 with the assumption that other variables do not change or remain constant. The statistical results of the t test for the Work Motivation variable were obtained with a significant value of 0.000, so it is smaller than

the error tolerance value of 0.05. It can be concluded that hypothesis 1 (one) is accepted, namely that work motivation has a positive and significant effect on the performance of Bima Regency Population and Civil Registration Service employees. This means that the higher the employee's work motivation, the better the employee's performance will be.

The Effect of Work Discipline on Performance

The results of statistical analysis in this research show that the regression coefficient value for the Work Discipline variable (X2) is positive at 2.787. This means that every one unit increase in the Work Discipline variable will increase employee performance by 2.787 with the assumption that other variables do not change or remain constant. The statistical results of the t test for the Work Discipline variable were obtained with a significant value of 0.035, so it is smaller than the error tolerance of 0.05. It can be concluded that hypothesis 2 (two) is accepted, namely that work discipline has a positive and significant effect on the performance of Bima Regency Population and Civil Registration Service employees.

The Effect of Job Satisfaction on Performance

The results of statistical analysis in this research show that the regression coefficient value for the Job Satisfaction variable (X3) is positive at 2.237, meaning that every one unit increase in the Job Satisfaction variable will increase employee performance by 2.237 with the assumption that other variables do not change or remain constant. The statistical results of the t test for the job satisfaction variable were obtained with a significant value of 0.030, so it is smaller than the error tolerance of 0.05. It can be concluded that hypothesis 3 (three) is accepted, namely that Job Satisfaction has a positive and significant effect on the performance of Bima Regency Population and Civil Registration Service employees.

Closing

Conclusion

1. The research results show that the work motivation variable has a positive and significant influence on the performance of Bima Regency Population and Civil Registration Service employees.
2. The research results show that the work discipline variable has a positive and significant influence on the performance of Bima Regency Population and Civil Registration Service employees.
3. The research results show that the job satisfaction variable has a positive and significant influence on the performance of Bima Regency Population and Civil Registration Service employees.

Suggestion

1. Based on research regarding work motivation variables, it can be seen that overall it is in the quite good category, the lowest assessment is on the living needs indicator, namely providing social security that is useful for life. Several other indicators are good, which can be seen from the indicator items of appreciation, social relationships and success at work, meaning that the company has been able to foster good employee work motivation. The thing that needs to be paid attention to by the leadership of the Population and Civil Registration Service of Bima Regency is that it can increase employee work motivation by giving awards to employees fairly for their achievements at work.
2. Based on research regarding work discipline variables, it can be seen as a whole in the good category. The lowest assessment is on the attendance level indicator, namely notifying the permission letter in advance if you are absent from work. Several other indicators are good, which can be seen from the responsibility indicator items, meaning that employees are able to maintain their attitudes and

responsibilities while in work situations. What needs to be paid attention to by the leadership of the Bima Regency Population and Civil Registration Service is that they must pay more attention to time and work discipline in the agency based on attendance, work procedures, obedience to superiors, work awareness and employee responsibility.

3. Based on research regarding job satisfaction variables, it can be seen that overall it is in the quite satisfied category. The lowest assessment is the indicator of satisfaction with work, namely satisfaction with the work received according to wishes. Several other indicators of satisfaction can be seen from the indicator items for satisfaction with co-workers, meaning satisfaction with the support and assistance from co-workers in the office. The thing that needs to be paid attention to by the leadership of the Bima Regency Population and Civil Registration Service is job satisfaction for employees through evaluation in terms of providing rewards to employees so that the salary received by employees is sufficient to meet their needs and is given according to what the employee has done.

Thank-you note

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