The Influence of Job Satisfaction and Work Motivation on the Performance of Employees at Service Bureau Princess Bandar Lampung

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ABSTRACT

Service bureau Princess is a company operating in the service sector, which offers vehicle administration services such as driving courses, making driver's licenses and tax payments located in Bandar Lampung. Service bureau Princess in running its business experiences challenges such as experiencing instability in employee performance appraisals and employee absenteeism which can be influenced by job satisfaction and work motivation in employees of Service bureau Princess Bandar Lampung. This analysis intends to examine the impact of job satisfaction and work motivation on employee performance in Bandar Lampung. This analysis utilizes primary data collected through questionnaires and then analyzed using SPSS software version 27. This research applies a quantitative approach Employing multiple linear regression models. Sampling in this study was carried out using the census technique by taking the entire population into the participants in this research, namely all employees of Service bureau Princess Bandar Lampung. Based on the results of the R-squared value test, with an R Square value of 0.574, which signifies that the job satisfaction and work motivation variables affect the employee performance variable by 57.4% as well as the others 42.6% is influenced by external aspects in this analysis.

Keywords: job satisfaction, work motivation, and employee performance.

INTRODUCTION

The service industry in Indonesia continues to grow rapidly, including in the field of driving administration and training. One company that plays a role in this sector is Service bureau Princess in Bandar Lampung, which offers driving courses and vehicle administration services. This service is an important solution for the community, especially in meeting administrative needs efficiently. Kotler (2016) states that good service in the service industry is essential to win the competition and retain business customers. Good performance from employees is essential to ensure that services remain of high quality and are available on time.

Based on the researcher's observations conducted at Service bureau Princess, the researcher found that there are 40 employees working at Service bureau Princess Bandar Lampung with 17 departments or divisions. Service bureau Princess Bandar Lampung with 17 departments or divisions. According to Rustiawan et al. (2023), an important part of the HR management process is the evaluation of employee performance. The evaluation system at Service bureau Princes in Bandar Lampung is used to assess employee performance in various aspects such as quantity, work quality, and punctuality. This assessment aims to identify added value and improvement opportunities, as well as provide useful feedback. The employee performance evaluation at Service bureau Princess shows that the assessment of workers' performance is inconsistent and tends to be fluctuating. In April and May, the average ratings experienced a decline. In April, the quantity of employee work with a weight of 83%, work quality 79%, and punctuality 78%. And in May, the quantity of work by employees with a weight of 80%, work quality 79%, and punctuality 78%.

However, the success of a service the company relies heavily regarding the performance of its staff. The decline in performance reflected by fluctuations in employee appraisals at Service bureau Princess is a serious challenge that needs to be overcome. This is due to various factors, including high absenteeism rates

in certain months, such as April and May 2024, which reached 88% to 89%. This high absenteeism is influenced by the factors of permission, illness, and absence without a clear reason, which in turn can affect the company's productivity and service performance.

Seeing the urgency of this problem, this research seeks to investigate the connection between employee satisfaction and work motivation on employee performance at Service bureau Princess Bandar Lampung. The findings of this research are anticipated to assist in the advancement of strategies to improve employee performance, to assist in supporting the sustainability and quality of company services.

Literature Review
Employee Performance

Rahmawati and Oktaviannur (2024) said that organizational success depends on employee performance, especially in a growing business environment. As per Mangkunegara (2013), employee performance is determined as arising from efforts regarding the quality and amount produced by a staff member in completing his duties. It is very important for management to establish employee reward, training, and development policies because many factors can affect worker performance, including job satisfaction, motivation, leadership, and organizational policies (Robbins & Judge, 2017).

Robbins (2017) points out, there are several indicators that can be used in assessing the level of employee performance, namely: Work Quality, Work Quantity and Timeliness. The three main indicators can provide a complete picture of how well a worker works in his workplace.

Job Satisfaction

Mangkunegara (2013) says that happiness at work is an emotional condition for attractive or unattractive employees that occurs when they see their work helping or hindering the achievement of their personal goals. Measures of employee satisfaction as outlined by Edward Lawler in Lestari (2022) include compensation, opportunities for development, relationships with coworkers, work environment and rewards. Satisfied Workers generally exhibit higher levels of efficiency, loyal, and dedicated to their company. Conversely, an imbalance between contribution and compensation can result in dissatisfaction in the workplace and a greater likelihood that employees will leave the workplace.

Work Motivation

Oktaviannur and Pratama (2016) convey that good motivation will enable improved performance to achieve company targets. Employees who have a strong work enthusiasm to carry out their duties optimally are capable of optimizing the outcomes of their endeavors, Ningrum and Oktaviannur (2024). Indicators of work motivation according to Mc Clelland in Lestari (2022) are work achievement, responsibility, ability improvement and interpersonal relationships.

The Impact of Job Satisfaction on Employee Performance

As per investigation led by Nurrohmat, Lestari (2021) that job satisfaction affects on performance of employees, which signifies that the employee contentment variable is important for an employee. If every employee is satisfied then they will improve their performance. As per Lestari (2022), job satisfaction is the sentiment felt by an employee or worker about what they do or complete. By considering this definition, job satisfaction will very likely affect employee performance. Thus, increased the level of employee satisfaction with their job, the more likely they are to work more efficiently. Similar to Lestari's research (2022) which proves that the level of employee satisfaction has an effect on the level of performance.

H1 : It is suspected that Job Satisfaction affects employee performance

The Impact of Work Motivation on Employee Performance

As per the research findings of Fransiska and Tupti (2020), work motivation has a substantial effect on employee performance. Employees who have great motivation are very important for business because they can contribute to increasing productivity. According to Lestari (2022), work motivation is an important component that can make workers or workers who are eager to complete their work work work well and efficiently. As a result, it is very likely that the performance of an employee is affected by the level of work motivation they have. Therefore, the more an employee's work motivation increases, the more their performance increases. Lestari's (2022) study found that work motivation affects worker performance.

H2 : It is suspected that Work Motivation affects employee performance

The Impact of Job Satisfaction and Work Motivation on Employee Performance

As per the research findings by Ningmabin and Adi (2022) which revealed that job satisfaction and work motivation affect performance in employees of the Brawijaya University Hospital Malang. As per Mangkunegara (2013), employee performance is determined As a consequence of efforts regarding the quality and amount produced by a staff member in completing his duties. It is very important for management to establish employee reward, training, and development policies because many factors can affect worker performance, including job satisfaction, motivation, leadership, and organizational policies (Robbins & Judge, 2017).

H3 : It is suspected that Job Satisfaction and Work Motivation affect employee performance

Figure 1. Framework of Thought
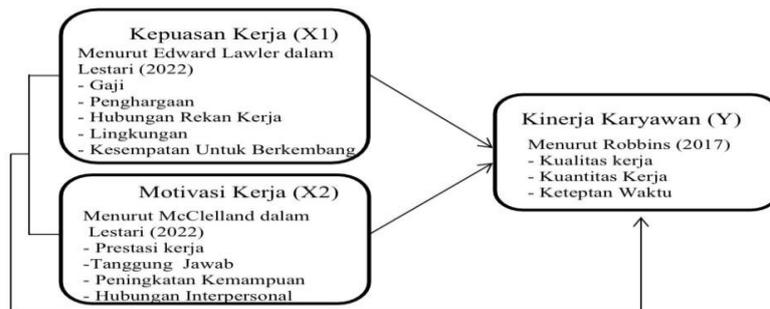
Source: processed data (2024)

METHOD

This study was carried out over a period of three months, starting October to December 2024. The location is Service bureau Princess Bandar Lampung. This study employs a quantitative approach through the distribution of questionnaires via google form. The total respondents in this research consist of every staff member of the Service bureau Princess. The sample in this research was taken from the whole population, namely all employees of Service bureau Princess Bandar Lampung, totaling 40 employees. The variables used in this research are independent variables (X), namely Job Satisfaction (X1) and Work Motivation (X2) and the dependent variable (Y), namely Employee Performance.

RESULTS AND DISCUSSION
Contents of Results and Discussion

Service bureau Princess is engaged in driving course and motor vehicle administration services. The primary objective of the company is to offer driving training and related administrative services such as driver's license making, vehicle tax payment, and other related services. The Princess company was built by Mr. Rinaldo and Mrs. Fatmawati on Saturday, May 5, 1990. Located on Jalan Raden Intan, Bandar Lampung.

Respondent Characteristics

Table 1. Gender Category

No	Gender	People	Percentage (%)
1	Laki-laki	23	57,5
2	Perempuan	17	42,5
Total		**40**	**100**

Source: processed data (2024)

As per Table 1, the gender category shows that the highest response was obtained from male respondents. It can be observed that men constitute the majority of the employees at Service bureau Princess. As many as 23 male participants, or equivalent to 57.5%, while the number of female respondents reached 17, which is equivalent to around 42.5%.

Table 2. Based on Age Category

No	Age Category	People	Percentage (%)
1	< 25	9	22,5
2	25-35	19	47,5
3	36-45	12	30
4	> 45	0	0
Total		**40**	**100**

Source: processed data (2024)

According to table 2, based on age, the highest response was found to be at the age of 25-35 years with a total of 19 people with a percentage of 47.5% and the lowest age response of Service bureau Princess Bandar Lampung employees was at the age of < 45 years.

Table 3. Based on Last Education

No	Last Education	People	Percentage (%)
1	SMA/SMK	16	40
2	D3	9	22,5
3	S1	15	37,5
4	S2	0	0
Total		**40**	**100**

Source: processed data (2024)

As per Table 3, the characteristic based on the respondents' last education shows the highest response in SMA/SMK education, with 16 people and a percentage of 40%. The lowest response in the last education characteristic of the employees at Service bureau Princess Bandar Lampung is in S2 education.

Table 4. Based on Work Period

No	Work Period	People	Percentage (%)
1	< 3	9	22,5
2	3-5	18	45
3	> 5	13	32,5
Total		**40**	**100**

Source: processed data (2024)

As per table 4, this category has the highest response, namely in the 3-5 years of service, totaling 18 people with a percentage of 45% and the lowest respondents in the characteristics of the last education of employees of Service bureau Princess Bandar Lampung, namely 9 people with less than 3 years of service, which covers 22.5% of the total number.

Validity Test Results

In order to ensure the accuracy of the questionnaire, you can use the validity test. Researchers utilize the SPSS version 27 tool with the provisions the count of r exceeds the value from the r table, indicating that the instrument is valid.

Table 5. Results of the Validity Test

Statement		r count	r table	P (Sig)	Description
(X1)	Butir 1	0,521	0,312	< 0,001	Valid
	Butir 2	0,722	0,312	< 0,001	
	Butir 3	0,609	0,312	< 0,001	
	Butir 4	0,549	0,312	< 0,001	
	Butir 5	0,519	0,312	< 0,001	
	Butir 6	0,591	0,312	< 0,001	
	Butir 7	0,655	0,312	< 0,001	
	Butir 8	0,541	0,312	< 0,001	
	Butir 9	0,590	0,312	< 0,001	
	Butir 10	0,588	0,312	< 0,001	
(X2)	Butir 11	0,655	0,312	< 0,001	Valid
	Butir 12	0,508	0,312	< 0,001	
	Butir 13	0,651	0,312	< 0,001	
	Butir 14	0,645	0,312	< 0,001	
	Butir 15	0,566	0,312	< 0,001	
	Butir 16	0,350	0,312	0,027	
	Butir 17	0,442	0,312	0,004	
	Butir 18	0,602	0,312	< 0,001	
	Butir 19	0,778	0,312	< 0,001	
(Y)	Butir 20	0,599	0,312	< 0,001	Valid
	Butir 21	0,621	0,312	< 0,001	
	Butir 22	0,721	0,312	< 0,001	
	Butir 23	0,398	0,312	0,011	
	Butir 24	0,682	0,312	< 0,001	

Source: processed data (2024)

Referring to Table 5 regarding the validity assessment results, it is widely recognized that r count of the job satisfaction variable, work motivation and employee performance is valid due to the outcome of the r count > from r table. this can show that all statements are valid and the next step can be taken.

Rehabilitation Test Results

Table 6. Results of the Rehabilitation Test

| Variabel	Cronbach's Alpha	Standar Cronbach's Alpha	Description
Kepuasan Kerja (X1)	0,837	0,60	Realibel
Motivasi Kerja (X2)	0,745	0,60	Realibel
Kinerja Karyawan (Y)	0,848	0,60	Realibel

Source: processed data (2024)

From the analysis of the reliability test output table 6 shows Cronbach alpha job satisfaction 0.837, work motivation 0.745 and employee performance 0.848. The findings of the reliability test demonstrate that the questionnaire statement is reliable because Cronbach alpha > 0.60.

Normality Test Results

This test is conducted to assess whether this research is normally distributed or not in the dependent and independent variables. The optimal regression approach usually has a stable or nearly stable data

distribution. To assess the normality of the data, analysis is applied using histogram graphs and normal probability plot methods.

Figure 2. Histogram graph displaying the results of the normality test
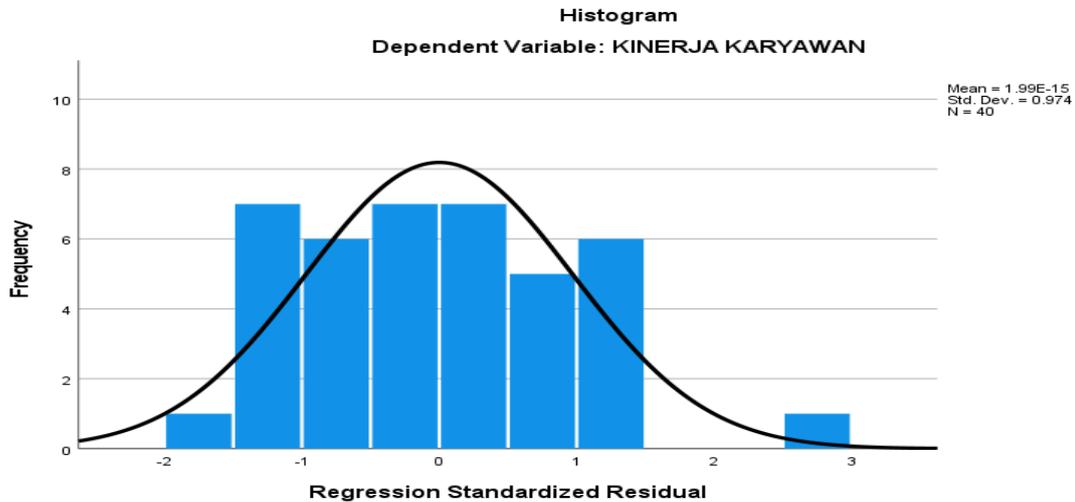
Source: processed data (2024)

Based on the histogram output shown in Figure 2, it is evident that the line forms a curve that corresponds to a normal distribution. According to the findings we obtained, It is possible for it to be stated that the analysis of regression applied in this research follows a normal distribution, as the graph shows a distribution pattern that is close to normal. This indicates that the residuals follow a standard distribution.

Figure 3. Results of the Normality Test using the Normal Probability Plot
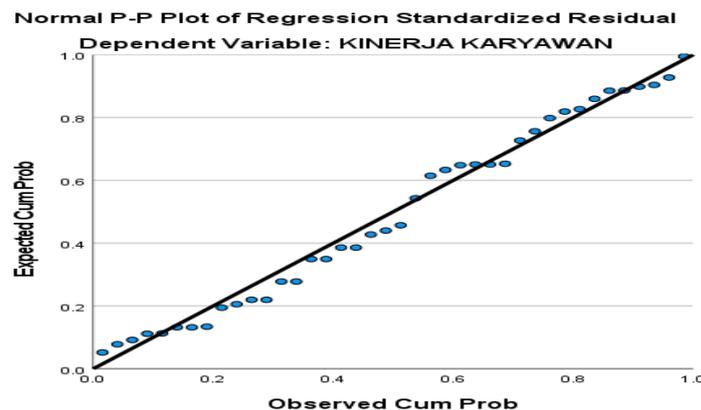

Source: processed data (2024)

As shown in figure 3, it shows that the crucial points move according to a diagonal pattern. Based on the findings of the normal probability plot residual test, the residuals follow a standard distribution.

Results of the Heteroscedasticity Test

The goal of this test is intended to assess whether there is a difference in variation in the regression model between residuals from one viewpoint to the next.

Figure 4. Results of the Heteroscedasticity Test Scatterplot

Source: processed data (2024)
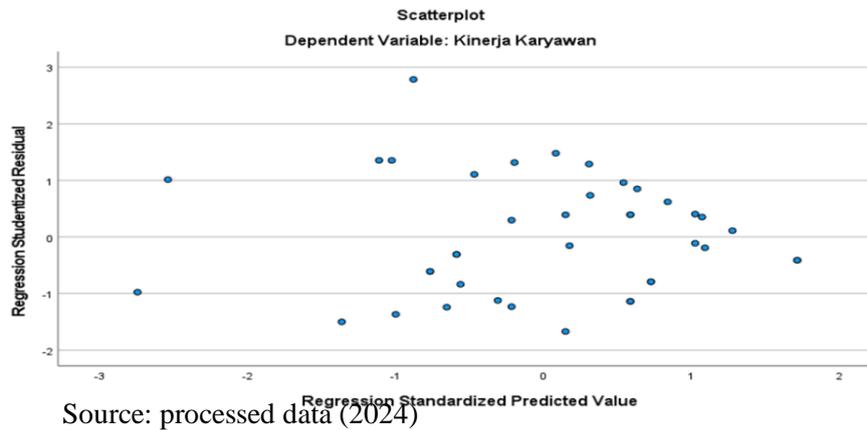
Judging from Figure 4, which is the output using the Scatterplot graph for the heteroscedasticity test, indicates that there is evidence that is distributed between upward and downward point 0 on the Y axis. In addition, there is no consistent pattern in the graph. The test output shows that the data does not suffer from heteroscedasticity, therefore it is appropriate to use it to estimate employee performance based on the variables that influence it.

Results of the Multicollinearity Test

Table 7. Results of the Multicollinearity Test

Coefficients^a							
Model	*Unstandardized Coefficients*		*Standardized Coefficients*	*t*	*Sig.*	*Collinearity Statistics*	
	B	Std. Error	Beta			*Tolerance*	VIF
1 (*Constant*)	2.791	3.475		.803	.427		
Kepuasan Kerja (X1)	.105	.089	.182	1.173	.248	.480	2.082
Motivasi Kerja (X2)	.568	.143	.616	3.979	.000	.480	2.082

a. *Dependent Variable*: **Kinerja Karyawan (Y)**

Source: processed data (2024)

Looking at table 7 which is the multicollinearity output, it is known that the tolerance on Job Satisfaction and Work Motivation is 0.480 > 0.10. On the other hand, there is VIF on Job Satisfaction and Work Motivation which is 2.082 < 10.00. According to the findings of the multicollinearity test, the analysis indicates that there is no multicollinearity present in this regression.

Multiple Linear Regression Analysis Results
1. The constant of 2.791 indicates that, without considering the variables of job satisfaction (X1) and work motivation (X2), employee performance (Y) will be valued at 2.791 points.
2. The value for job satisfaction (X1) is 0.105, indicating that for each rise in the variable (X1), there is an increase in employee performance (Y) by 0.105 points.
3. The value for work motivation (X2) is 0.568, indicating that for each rise in the variable (X2), there is an increase in employee performance (Y) by 0.568 points.

Results of the T-Test (Partial Examination)

Table 8. Results of the T-Test (Partial Examination)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(*Constant*)	2.791	3.475		.803	.427
	Kepuasan Kerja	.105	.089	.182	3.173	.000
	Motivasi Kerja	.568	.143	.616	3.979	<.001

Coefficients^a

a. *Dependent Variable*: Kinerja Karyawan

Source: processed data (2024)

As seen in the result from table 8 on the job satisfaction variable, a β of 0.182 was produced, indicating a positive influence. Additionally, the calculated t-value > table t-value or 3.173 > 2.026, and Sig. < 0.05 or 0.000 < 0.05. It can be inferred that Ho disapproved and Ha approved, indicating that job satisfaction variable X1 has a substantial impact on employee performance at Service bureau Princess Bandar Lampung. According to the output of table 4.14, the work motivation variable produced β 0.616, that is to say there is a positive influence. In addition, the calculated t-value > the table t-value, which is 3.979 > 2.026, and Sig. < 0.05 or < 0.001 < 0.05. It may be inferred that Ho disapproved and Ha approved, indicating that the work motivation variable X2 exerts a notable outcome of employee performance at Service bureau Princess Bandar Lampung.

F-Test Outcomes (Simultaneous Examination)

Table 9. F-Test Outcomes (Simultaneous Examination)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	198.354	2	99.177	24.921	.000^b
	Residual	147.246	37	3.980		
	Total	345.600	39			

ANOVA^a

a. *Dependent Variable*: Kinerja Karyawan (Y)

b. *Predictors: (Constant*), Motivasi Kerja (X2), Kepuasan Kerja (X1)

Source: processed data (2024)

Referring to the output of table 9, it is obtained that F count > F table or 24.921 > 3.25 and Sig. < 0.05 or 0.000 < 0.05. In conclusion, H0 is disapproved and Ha is approved. This proves that job satisfaction and motivation variables simultaneously affect employee performance at Service bureau Princess Bandar Lampung.

R^2 Test Results (Determinant Test)

Table 10. R^2 Test Results (Determinant Test)

Model	R	R *Square*	Adjusted R Square	Std. Error of the Estimate
1	.758^a	.574	.551	1.99490

Model Summary

a. *Predictors*: (*Constant*), Motivasi Kerja, Kepuasan Kerja

Source: processed data (2024)

Looking at the determinant test output or R^2 test in table 10, an R square of 0.574 can be concluded based on the findings The variables related to employment satisfaction and work motivation influences employee performance (0.574 x 100) = 57.4%, while the remaining amount is (100 - 57.4%) = 42.6% influenced by external aspects in this research.

DISCUSSION

The Impact of Job Satisfaction on Employee Performance

Referring to the output of the first hypothesis test, it reveals that t count > t table or 3.173 > 2.026, and Sig. < 0.05 or 0.000 < 0.05. It was established that H0 is disapproved and H1 is approved. This indicates that job satisfaction affects employee performance at Service bureau Princess Bandar Lampung. The results are consistent with the findings of Nurrohmat and Lestari's (2021) research, which states that job satisfaction affects employee performance, meaning that the Job Satisfaction variable is important for an employee. If every employee is satisfied, then they will improve their performance.

The Impact of Work Motivation on Employee Performance

Referring to the output pertaining to the second hypothesis test, it is proven that t count > t table, namely 3.979 > 2.026, and Sig. < 0.05 or < 0.001 < 0.05, it is considering that H0 is disapproved and H2 is approved. This proves that the work motivation variable partially affects employee performance at Service Bureau Princess Bandar Lampung. The findings align by Fransiska and Tupti (2020) that employee performance is significantly influenced by work motivation. Highly motivated employees are very important for the business because they can contribute to increasing productivity.

The Impact of Job Satisfaction and Work Motivation on Employee Performance

Referring to the output of the third hypothesis test, it was found that F count (24.921) > F table (3.25), and Significance (Sig.) < 0.05 (0.000 < 0.05). As a conclusion, H0 is disapproved and H3 is approved, this proves that job satisfaction and work motivation concurrently, influence the performance of employees at Service Bureau Princess Bandar Lampung. The results align with the findings of the study carried out by Ningmabin and Adi (2022), which revealed that job satisfaction and work motivation influences employee performance of RS. Universitas Brawijaya Malang.

CONCLUSION

In relation to the research output discussing "The Influence of Job Satisfaction and Work Motivation on the Performance of Employees at Service bureau Princess Bandar Lampung," it is concluded:

1. Regarding the outcomes of the first hypothesis test, it is proven that t calculated > t table or 3.173 > 2.026, and Sig. < 0.05 or < 0.001 < 0.05. It might be said that H0 is dismissed and H1 is approved. This indicates that the variable of job satisfaction holds significant importance role in partially enhancing employee performance at Service bureau Princess Bandar Lampung. This indicates that with the satisfaction that is generated. Work that can ignite the spirit within employees may encourage them to give their best. His expertise in work is truly exceptional. The greater level of satisfaction achieved. The more employees feel it, the more motivated they are to work.

2. Regarding the outcomes of the second hypothesis test, it is proven that t calculated > t table, namely 3.979 > 2.026, and Sig. < 0.05 or < 0.001 < 0.05. It might be said that H0 is dismissed and H2 is approved. This shows that work motivation has been proven to affect employee performance at Service bureau Princess Bandar Lampung. Improvement in employee performance can be achieved through their work contentment levels. The greater the stage of satisfaction experienced, the better the performance.

3. With reference to the output of the third hypothesis test, it is proven that the calculated F (24.921) exceeds the table F (3.25) and the significance (Sig.) < 0.05 (0.000), the null hypothesis can be dismissed and H3 is accepted, pointing out that job satisfaction and work motivation together affect the performance of employees at Service bureau Princess Bandar Lampung.

Suggestions

1. According to the findings from the respondent questionnaire on employee work motivation, there is a weakness in the interpersonal relationship indicator in statement seventeen, which is "I create positive synergy with leaders and work teams for the optimization of work results." To increase employee work

motivation, management can create an open and supportive work environment, as well as encourage effective communication between employees and management. Furthermore, the company also requires providing opportunities for employees to develop themselves through training and career development programs. With the increasing work motivation, employees will feel more appreciated, engaged, and Feel a connection to the company. This will encourage them to be more enthusiastic in their work and reach the objectives of the company.

2. According to the findings from the respondent questionnaire, there is a weakness in the salary indicator in statement one, which is "The compensation provided by the company is in accordance with the established standards." To achieve optimal employee job satisfaction, management needs to evaluate the salary structure, enhance transparency, and invest in employee competency development. So, employees will feel more valued and satisfied with the compensation they receive if their salaries are competitive and transparent. In addition, clear opportunities for self-development will provide additional motivation for employees to continue growing.

3. According to the findings from the respondent questionnaire on employee performance satisfaction, there are weaknesses in the work quality indicators. To support the improvement of employee work effectiveness at Princess Bureau, it is crucial for the company to ensure that every employee has a clear understanding of the expected quality standards and to create a supportive work environment by providing adequate resources, as well as a positive and collaborative work culture. With a supportive work environment and adequate resources, employees will be more efficient in completing their tasks. In addition, a positive and collaborative work culture will also encourage a good team spirit, thereby increasing overall productivity.

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