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The effect of motivation and compensation on employee's work satisfaction. Case study of PT Infomedia Nusantara Telkomsel E-Care Division

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Abstract. This study aims to determine how the description of employee motivation, compensation, and job satisfaction, as well as to determine how motivation and compensation affect the job satisfaction of PT. Infomedia Nusantara Telkomsel E-Care Division. The factors tested in this study were motivation and compensation as independent variables, while job satisfaction was a dependent variable. The research methods used in this study are descriptive and verification methods. The population in this study was employees at PT. Infomedia Nusantara Telkomsel E-Care Division. The sampling technique used in this study is Purposive Sampling and the size of the samples in this study is calculated by slovin formula, so the total number is 133 respondents. The analysis methods used in this study are some linear regression analysis using SPSS25 for Windows. The results of this study showed that motivation and compensation have an effect on employee job satisfaction at PT. Infomedia Nusantara Telkomsel E-Care Division. The amount of work motivation and compensation on employee job satisfaction was 26.1%.

Keywords. Motivation; Compensation; Job Satisfaction

Introduction

Along with the development of the business world, especially in Indonesia, makes the level of competition becomes more competitive. Therefore, the company needs to be able to improve the company's performance to be more effective and efficient. One important factor to note is human resources. Human resources are an important asset that must be owned by the organization in achieving the objectives of the organization, therefore employees must be utilized to the maximum extent possible to achieve the goals that have been set (Fathoni, 2015:8).

The steps taken by the company's leadership include compensation for any improvement in performance that has been given by employees to the company. Hopefully, this can increase job satisfaction and foster the spirit of work in the employee. In addition to compensation factors, other factors that can increase job satisfaction and foster the spirit of work in employees is the motivation factor of work, if an employee feels motivated in carrying out his work then an employee has a high work spirit and contributes greatly to the company.

Frame of Mind

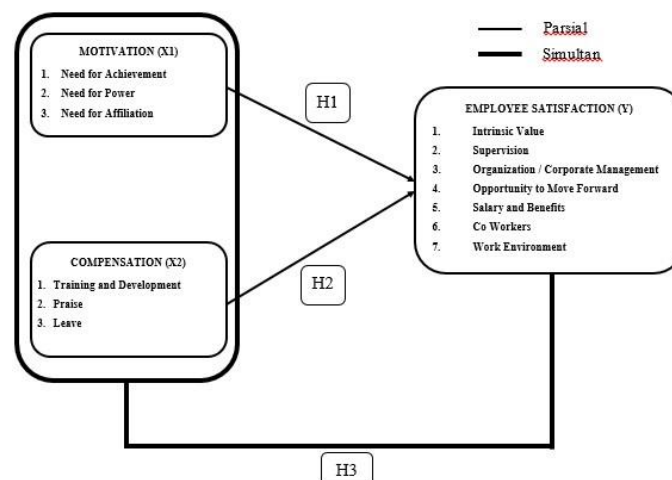
The frame of mind is a conceptual model of how theory is combined with various factors that have been identified as an important issue. A good thought would theoretically explain the interrelationship between the variables studied. So it is theoretically necessary to explain the relationship between independent and dependent variables. Effect of Motivation and Compensation on Job Satisfaction.

Work motivation greatly affects employee job satisfaction. If an employee who works in a company every day and has good work motivation will certainly have a positive impact on the loyalty and productivity of employees and of course those employees will have good job satisfaction also because the motivation of work itself has a positive impact on job satisfaction, this is reinforced also by the theory of Mc. Gregor in As'ad (2016:47) states that a person works because work is an innate condition such as playing or resting to be active and do something. Then Smith and Wakeley in As'ad (2016:47) add with his theory that a person is encouraged to do activities because he hopes that this will lead to more satisfactory circumstances than now, so one's motivation or motivation to do a job aims to get satisfaction.

Compensation to employees greatly influences the motivation of work and provides its job satisfaction for employees, if an employee gets proper compensation for what has been done in the company then, of course, an employee will also get good job satisfaction.

Employees who get proper compensation from the company both material compensation and non-material compensation and have high work motivation will certainly get good job satisfaction as well. This will certainly have an impact on the work of employees and affect the productivity of employees and companies. So that work motivation and compensation have a significant influence on employee's job satisfaction and impact on the company. This is also reinforced by Werther and Davis's theory that in Kadarisman (2017:1) compensation is what employees receive in return for the work they give. Hasibuan in Kadarisman (2017:86) stated that the purpose of compensation (retribution) is as a bond of cooperation, job satisfaction, effective procurement, motivation, employee stability, discipline, and influence of trade unions and government. So the compensation received by employees greatly affects employee job satisfaction and has a positive impact the company.

Frame of mind



From the above frame of mind, it can be known, that the independent/free variables are Motivation (X1) and Compensation (X2), while the dependent/bound variable is Job Satisfaction (Y).

The hypotheses proposed in this study are as follows:

- H1: It is suspected that there is an influence between partial work motivation (X1) and employee job satisfaction (Y).*
- H2: It is suspected that there is an effect between partial compensation (X2) on employee job satisfaction (Y).*
- H3: It is suspected that there is an influence between work motivation (X1) and compensation (X2) simultaneously on employee job satisfaction (Y).*

Research methods

Types of Research

This study will use a descriptive quantitative approach to explain the influence of independent variables of motivation and compensation on employee job satisfaction dependent variables with multiple linear regression processes and processed using SPSS 25 for Windows applications. The sampling technique in this study purposive sampling is a type of sampling with attention to the considerations made by researchers. The sample size in this study was calculated using the Slovin formula so that the total sample calculation is taken as many as 133 respondents who were asked to fill out the research questionnaire. Each individual taken as a sample will be asked to fill out a questionnaire according to the Linkert scale with a scale of 1-5 (strongly disagree – strongly agree). Multiple linear regression techniques are used to determine the magnitude of the influence of motivation (X1) and Compensation (X2) variables on Employee Job Satisfaction (Y) variables.

Results and discussions

Multiple Regression Analysis

Regression analysis is used to determine the existing relationship between variables so that from the obtained relationship can be estimated one variable if the price of another variable is known. The regression model equation used by the author is a double regression analysis equation. Below will be presented a model of regression equations using several linear regression analysis as follows:

Table. Multiple Linear Regression

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	9,136	3,200		2,855	,005
X1	,387	,154	,258	2,519	,013
X2	,434	,148	,300	2,934	,004

As a result of the calculation, the Constant value (a) is 9,136 and the Motivation value (X1) is 0,387 and the Compensation value (X2) is 0,434. The regression equation formula is obtained as follows:

$$Y = 9,136 + 0,387X_1 + 0,434X_2 + e$$

1. If a constant value of 9,136 means that if an independent variable that is a motivation and compensation variable is considered constant (worth 0), then the dependent variable i.e. the employee's job satisfaction variable will be worth 9,136. That is, when there is no change in the value of work motivation, then the value of employee satisfaction does not change.
2. If the coefficient value of work motivation variable regression indicates 0.387, meaning that if the work motivation variable increases by unit, while the other independent variable is a compensation variable considered constant (worth 0), then the dependent variable that is the job satisfaction variable will increase by 0.387. Positive signs of coefficient regression values indicate that work motivation has a positive influence on employee job satisfaction. This means that the higher the work motivation, the higher the employee's job satisfaction, and vice versa.
3. If the compensation variable regression coefficient value indicates 0.434, meaning that if the compensation variable increases by one, while the other independent variable is a constant motivation variable (worth 0), then the dependent variable that is the job satisfaction variable will increase by 0.434. Positive signs of coefficient regression values indicate that compensation has positive influence on employee job satisfaction. This means that the higher the compensation, the higher the employees job satisfaction, and vice versa.

Partial Hypothesis Test (T-Test)

This test aims to show how far one individual independent variable affects in describing dependent variables. Below will be presented the results of partial hypothesis testing using several linear regression analysis as follows:

Table Partial Hypothesis Testing

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	9,136	3,200		2,855	,005
X1	,387	,154	,258	2,519	,013
X2	,434	,148	,300	2,934	,004

Source: SPSS Output

Simultaneous Hypothesis Test (Test F)

The F test is a goodness of fit model that must be performed in linear regression analysis. Below will be presented the results of simultaneous hypothesis testing, which are as follows:

Table Simultaneous Hypothesis Testing

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	557,638	2	287,819	22,973	,000 ^b
Residual	1577,805	130	12,137		
Total	2135,444	132			

Source: SPSS Output

Discussion of Research Results

Discussion of Work Motivation at PT Infomedia Nusantara Telkomsel E-Care Division

The results showed that in the working motivation variable (X1) obtained the total value of the actual score of 3519, the ideal total score of 3990 percentage value of 88%, falls into the

category of excellent. This shows that the work motivation shown by PT employees. Infomedia Nusantara E-Care Division of Telkomsel is very good. The work motivation variable consists of indicators Need for Achievement, Need for Power and Need for Affiliation.

Discussion of Compensation at PT Infomedia Nusantara Telkomsel E-Care Division

The results showed that in the compensation variable (X2) obtained the total value of the actual score of 3442, the ideal total score of 3990 percentage value of 86%, falls into the category very well. This indicates that the compensation obtained by employees of PT. Infomedia Nusantara E-Care Division of Telkomsel is very good. Variable compensation consisting of indicators Training and Development, Praise and Leave.

Discussion of Employee Job Satisfaction at PT Infomedia Nusantara Telkomsel E-Care Division

The results showed that in the variable job satisfaction (Y) obtained the total value of the actual score of 4047, the ideal total score of 4655 percentage value of 87%, falls into the category very well. This shows that the job satisfaction obtained by pt employees. Infomedia Nusantara E-Care Division of Telkomsel is very good. Job satisfaction variables consist of Intrinsic Value, Supervision, Organization/Corporate Management, Opportunity to Move Forward, Salary and Benefits, Co - Workers, and Work Environment indicators.

Conclusion

Based on the results of research and discussion in the previous chapter, the following conclusions are obtained:

1. Referring to test results F shows that the variable Job Satisfaction (Y) Employees PT. Infomedia Nusantara E-Care Division of Telkomsel will be 22,973 points and this number has not been affected by the variables Motivation (X1) and Compensation (X2). However, that number is influenced by other variables beyond this study.
2. From the test result correlation coefficient (R) obtained a value of 0.511. So it can be concluded that the variable relationship of Motivation (X1) and Compensation (X2) has a strong relationship with the variable Job Satisfaction (Y) which is 51.1%.
3. From the results of the study coefficient of determination (R²) obtained a value of 0.261. This suggests that the contribution of the Motivation (X1) and Compensation (X2) variables could affect Job Satisfaction (Y) by the remaining 26.1% by 73.9% influenced by other variables not included in the study.
4. Motivation Variable (X1) has a regression coefficient of 0.387 and the Compensation variable (X2) has a coefficient of regression value of 0.434 so it can be concluded that if the company provides good Motivation (X1) and Compensation (X2) then employee Job Satisfaction (Y) will increase.

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