# THE INFLUENCE OF MOTIVATION, JOB SATISFACTION, AND DISCIPLINE WORK ON EMPLOYEE PERFORMANCE IN PT. GLOBAL PENTA BRANCH RESTAURANT XO SUKI MEDAN

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| ARTICLEINFO | ABSTRACT |
|---|---|
| *Keywords*:<br>Work Discipline, Work Goals, Motivation, Performance | Motivation, job happiness, and work discipline may all influence an employee's performance. The goal of this study is to investigate and analyze the influence that employees of PT. Benua Penta Global's motivation, job happiness, and work discipline have on the performance of those employees, the XO Suki restaurant's Medan location. This is an illustration of explicative research. The research population will consist of all 112 workers that worked at PT Benua Penta Global's restaurant branch XO Suki Medan from January to December 2021. Due to the limited population size of 112 employees, the Slovin sampling technique will be used to get up to 88 respondents to whom Likert scale-based questionnaires will be distributed. In order to analyze the data, we used simultaneous and partial tests, as well as multiple linear regression and the coefficient of determination. PT performance was significantly improved by motivation, job satisfaction, and work discipline. This finding was supported by statistical analysis. Benua Penta Global, the Medan location of XO Suki restaurant. The findings of this study indicate that management should strive to enhance employee motivation, job satisfaction, and workplace discipline. |
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## 1. INTRODUCTION

PT Benua Penta Global is a Food and Beverage (Restaurant) company that has many locations in Medan. Among its locations is the XO Suki Medan Restaurant. Restaurant XO Suki Medan restaurant serves Japanese cuisine. The XO Suki Medan Restaurant Branch at PT Benua Penta Global experienced a decrease in employee performance accompanied by a decrease in a company's income.

**Table 1. Data target and sales realization for january – december 2020**

| Month | Target Sale | Realization Sale | Percentage Achieved |
|---|---|---|---|
| January | 600,000,000 | 576,220,000 | 96.04% |
| February | 600,000,000 | 561,400,200 | 93.57% |
| March | 600,000,000 | 545,556,800 | 90.93% |
| April | 600,000,000 | 294,660,500 | 49.11% |
| May | 600,000,000 | 300,878,400 | 50.15% |
| June | 600,000,000 | 320,675,200 | 53.45% |
| July | 600,000,000 | 430,789,200 | 71.80% |
| August | 600,000,000 | 487,654,200 | 81.28% |
| September | 600,000,000 | 450,150,500 | 75.03% |
| October | 600,000,000 | 510,656,800 | 85.11% |

*The influence of motivation, job satisfaction, and discipline work on employee performance in pt. Global penta branch restaurant xo suki medan-* ***Gabriella Awina Sinurat, Novmeri Halawa,Tantia Irani, Dinda Aida Fitri, Maya Agustina Tanjung***

229

| November | 600,000,000 | 583,012,300 | 97.17% |
| December | 600,000,000 | 591,890,000 | 98.65% |

The decline in staff performance can be seen from the decline in company revenues as a result of the COVID-19 outbreak that disrupted company operations. April was the lowest income for corporations, at 49.11 percent; the following month, sales changed as well. This indicates a decrease in employee performance at XO Suki branch of PT Benua Penta Global Restaurant in Medan. Work motivation at PT Benua Penta Global Branch Restaurant XO Suki Medan is still lacking, this is indicated by employee concerns about the lack of work facilities, including health insurance, and the absence of awards from the company. This causes a decrease in employee performance and morale. Employees at PT Benua Penta Global's Restaurant XO Suki Medan branch are still dissatisfied with their work, proven by promotions that are not in accordance with potential and small salary increases. This is what causes employee performance does not increase. The work discipline of PT Benua Penta Global employees at the Suki Medan XO Restaurant is still inadequate, as can be seen from the lack of uniformity in the rules for working hours for employees and the number of missing, late, and unprinted personnel. This reduces the efficiency of employees in completing their obligations and responsibilities.

## 2. METHOD

Research methods are steps taken by researchers to collect data or information to be processed and analyzed scientifically. The following research methods are carried out, namely:

a. Research Approach
According to Sujarweni (2015:39), quantitative methods draw attention to signs and symptoms associated with typical aspects of the human condition. .

b. Research Type
Qualitative and quantitative research approaches are used in this study.

c. Nature of Research
The research used is explanatory and descriptive.

### 2.1 Research Population And Sample

In total, 112 workers took part in this research project, which is the same size of the research sample consisting of 30 people from PT Benua Penta Global Branch XO Suki Restaurant Medan. The sampling method for this research is direct random selection. The researcher uses this formula to find out how many samples are needed for this research Slovin:

$$n = \frac{N}{1 + Ne^2} \qquad = \frac{112}{1 + 112 \times 0.05} = 88$$

In this particular study, a random sample of 88 workers was drawn, and 30 employees were randomly selected from the entire population to evaluate the validity and reliability of the study.

### 2.2 Data Collection Techniques

During this research, the following methods were used with the aim of collecting data related to the topic under investigation:

1. Distribute questionnaires to respondents.
2. Interviews with a number of staff
3. Use study documentation to find information about company profiles, staff statistics, and ideas that can be used as research references.

### 2.3 Types And Sources Of Data

This study uses qualitative and quantitative data in its analysis. During this investigation, we will talk about the following categories of data:

1. Primary data is collected by interviewing employees and giving them a series of questions (questionnaires).
2. Secondary data obtained through inspection of documentation

### 2.4. Validity And Reliability Test Of Variable Instruments

1. Validity Test

*The influence of motivation, job satisfaction, and discipline work on employee performance in pt. Global penta branch restaurant xo suki medan- **Gabriella Awina Sinurat, Novmeri Halawa,Tantia Irani, Dinda Aida Fitri, Maya Agustina Tanjung***

According to Ghozali (2016: 52), the purpose of the validity test is to find out whether a questionnaire meets the valid criteria or not If r count r table is positive = valid and If r count < r table is negative = invalid

2.    Reliability Test

It is possible to analyze a questionnaire that serves as a proxy for a variable or indicator by using a procedure known as the reliability testing of the concept questionnaire, as proposed by Ghozali (2016: 47). Cronbach's Alpha 0.6 indicates unacceptable data. Reliability is accepted if Cronbach's alpha is 0.6-0.79 and Reliability is rejected if Cronbach's alpha is 0.8

## 2.5    Classical Assumption Test

According to Ghozali, regression estimation using ordinary least squares (OLS) will be BLUE (Best Linear Unbiased Estimator) if the basic assumptions are met (2017:33).

1.    Normality Test

The purpose of the normality test according to Ghozali (2013: 160-162) is to determine whether the residual variables or confounding factors in the regression model have a regular distribution. Histograms and normal probability plot graphs can both show whether the data follows a normal distribution or not.

2.    Multicolonierity Test

The purpose of the normality test is to determine whether the confounding factor or residual variables in a regression model are normally distributed, according to Ghozali (2013: 160-162).

2.6    Heteroscedasticity Test

By using the residuals from the regression model, the heteroscedasticity test determines whether there is a statistically significant difference in the variance of the two observations, according to Ghozali (2016: 134).

2.7    Research Data Analysis Model

According to Ghozali (2016:149), multiple linear regression can be used with one dependent variable and several other independent variables. Look at this equation carefully!

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + e$$

Keterangan: $Y$     = Kinerja karyawan
$X_1$    = Motivasi
$X_2$    = Kepuasan Kerja
$X_3$    = Disiplin Kerja
$a$     = Konstanta
$b_{1,2,3}$    = Koefisien Regresi
$e$     = *Standar Error* (Tingkat Kesalahan 5%)

## 3    RESULTS AND DISCUSSION

The following is a compilation of findings from various descriptive statistical tests:

**Table 2. Sta tdescription istic**

| N | | Motivation | Job satisfaction | Work Discipline | Performance |
|---|---|---|---|---|---|
| | Valid | 88 | 88 | 88 | 88 |
| mean | missing | 0 | 0 | 0 | 0 |
| | | 11.22 | 11.57 | 10.80 | 13.47 |
| median | | 10.00 | 11.50 | 10.00 | 12.50 |
| Mode | | 8 | 12 | 8 | 10a |

As can be seen from the statistics in the table above, motivation has a median value 8, the mean score for motivation was 11.22, and the median score for motivation was 10. The average level of job satisfaction was 11.57, while the median level was 11.50 and the most common level was 12, according to the data. For work discipline, the average score is 10.80, the median value is 10, and the most common score is 8. The performance score has a mean of 10.80, a median of 10, and a mode equal to 8.

## 3.1    Classical Assumption Test Results

*The influence of motivation, job satisfaction, and discipline work on employee performance in pt. Global penta branch restaurant xo suki medan-* **Gabriella Awina Sinurat, Novmeri Halawa,Tantia Irani, Dinda Aida Fitri, Maya Agustina Tanjung**

It is possible to judge whether the residues are distributed in a regular pattern through the use of graphical analysis and statistical testing.
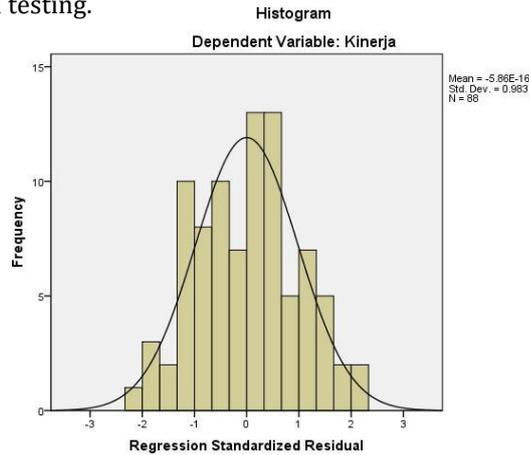


Figure 1: Histogram Graph

A drawn bell-shaped line does not bend left or right when drawn, as illustrated in the image above. The data that follow the normal distribution and meet the normality standard quite well can be seen from the picture above.Points serve as representations of individual data points on the graph, which are arranged in such a way
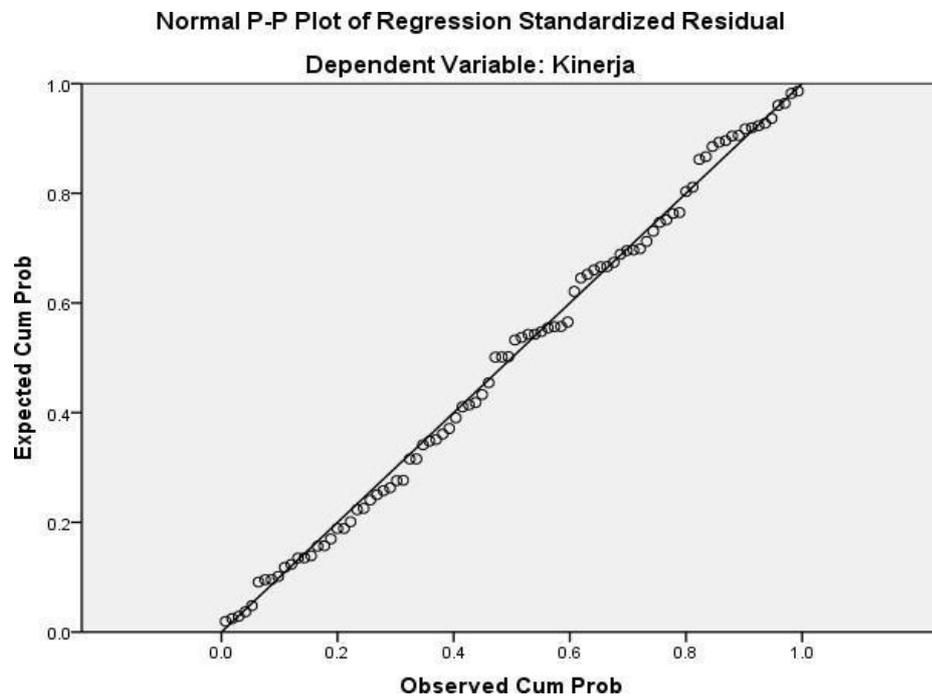


Figure 2: Normal Probability Graph Of Regression

so that it covers both sides of the diagonal line. The normal distribution is shown to be owned by the residuals generated by the regression model in the graph.

*The influence of motivation, job satisfaction, and discipline work on employee performance in pt. Global penta branch restaurant xo suki medan-* **Gabriella Awina Sinurat, Novmeri Halawa,Tantia Irani, Dinda Aida Fitri, Maya Agustina Tanjung**

**Table 3. One-sample kolmogorov-smirnov test**

| | | Unstandardized Residual |
|---|---|---|
| N | | 88 |
| Normal Parametersa,b | mean | . 0000000 |
| | Std. Deviation | 2.36750305 |
| Most Extreme Differences | Absolute | . 048 |
| | Positive | . 045 |
| | negative | - . 048 |
| Kolmogorov-Smirnov Z | | . 454 |
| asymp. Sig. (2-tailed) | | . 986 |

It is reasonable to believe that the data follow a normal distribution given that the resulting significance value is more than 0.05, which in this case would translate to 0.986. The information presented in the table provides support for this conclusion. Multicollinearity testing can be seen in the table below:

**Table 4. One multicollinearity test result (vif test)**

| Model | | Collinearity Statistics | |
|---|---|---|---|
| | | Tolerance | VIF |
| 1 | (Constant) | | |
| | Motivation | . 418 | 2,392 |
| | Job satisfaction | . 744 | 1.343 |
| | Work Discipline | . 442 | 2.265 |

All variables have a tolerance value of more than 0.01 and a VIF value of less than 10 in the previous table, according to the data. Consequently, the existence of multicollinearity does not pose a challenge to our question. There are statistical approaches, as well as graphical methods, to determine the presence or absence of heteroscedasticity. The following figure provides a graphical test illustration for heteroscedasticity.
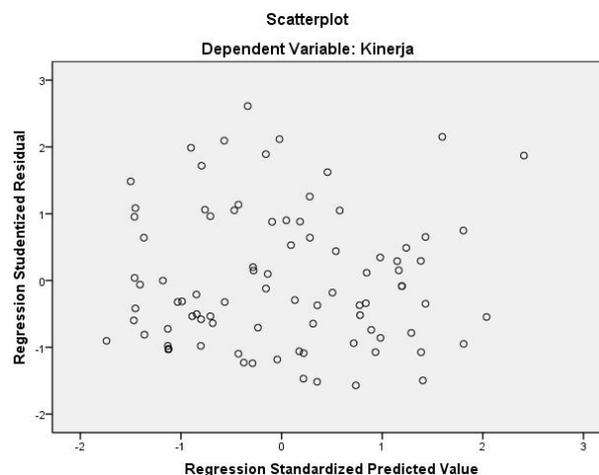


Figure 3: Scatterplot Graph

We can clearly see that there is no pattern on the dots because of them spread over the Y axis at various positions, including at or below zero. Heteroscedasticity testing can be seen in the table below:

*The influence of motivation, job satisfaction, and discipline work on employee performance in pt. Global penta branch restaurant xo suki medan-* **Gabriella Awina Sinurat, Novmeri Halawa,Tantia Irani, Dinda Aida Fitri, Maya Agustina Tanjung**

**Table 5. Glejser test results (heteroscedasticity) Coefficientsa**

| Model | Unstandardized Coefficients | | Standardized Coefficients | T | Sig. |
|---|---|---|---|---|---|
| | B | Std. Error | Beta | | |
| 1  (Constant) | .963 | .605 | | 1.593 | .115 |
| Motivation | -.001 | .067 | -.002 | -.010 | .992 |
| Job satisfaction | .073 | .051 | .176 | 1,419 | .160 |
| Work Discipline | .012 | .063 | .031 | .190 | .850 |

The table above shows that each variable has a significance level greater than 0.05. Based on the calculation results and the level of significance of each variable, there is no indication of heteroscedasticity at all.

## 3.2   Results Of Research Data Analysis

The results of the multiple linear regression test are shown in the table which can be found more continue on this page.

**Table 6. Multiple regression coefficient test results Coefficientsa**

| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
|---|---|---|---|---|---|---|---|
| | B | Std. Error | Beta | | | Tolerance | VIF |
| 1 (Constant) | .131 | 1.074 | | .122 | .903 | | |
| Motivation | .465 | .119 | .366 | 3.899 | .000 | .418 | 2,392 |
| Job satisfaction | .223 | .091 | .172 | 2,442 | .017 | .744 | 1.343 |
| Work Discipline | .513 | .112 | .418 | 4,576 | .000 | .442 | 2.265 |

Given the equation in the sentence above, then:
1. Alpha is equal to 0.131 as a constant. This shows that the performance is equal to 0.131 if the three independent variables, namely motivation (X1), happiness at work (X2), and self-control are all zero.
2. If there is an increase in motivation, there will be an increase in performance of, 46.4%.
3. If there is an increase in job satisfaction, it will lead to an increase in performance, which in turn will lead to a 22.3% increase in job satisfaction.
4. If there is an increase in Work Discipline there will be a decrease in performance 51.3%.

The following table presents the findings obtained from the analysis of the tests carried out on the coefficient of determination:

Table 7. Determination coefficient test

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|---|---|---|---|---|
| 1 | .831a | .691 | .680 | 2.409 |

The latest value of the coefficient of determination R Square is 0.660, based on the data in the table just shown. X1, X2, and Work Discipline are the main driving forces behind this (X3) can explain 68 percent of its effect on performance (Y). The remaining 32 percent was attributed to the influence of additional independent variables that were not considered during this study. These variables include work conflict,

*The influence of motivation, job satisfaction, and discipline work on employee performance in pt. Global penta branch restaurant xo suki medan- **Gabriella Awina Sinurat, Novmeri Halawa,Tantia Irani, Dinda Aida Fitri, Maya Agustina Tanjung***

234

work spirit, and other aspects. The results of simultaneous hypothesis testing can be seen in the table below:

Table 8. Simultaneous testing of hypotheses
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| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|---|
| 1 | Regression | 1088,257 | 3 | 362,752 | 62,487 | .000a |
| | Residual | 487,641 | 84 | 5.805 | | |
| | Total | 1575,898 | 87 | | | |

the table has a value of 2.69, and a significance level of 0.05, as listed in the table above, while the values of Fcount and sig.a are 62.487 and (0.000 respectively).a). This shows that the findings of the investigation are to accept H1 but reject H0 as a viable option. The contrast between Fcount and Ftable can be used to show that all three factors Performance can be improved by a combination of motivation, job satisfaction, and discipline. The results of testing some of the hypotheses are presented in the table which can be found below as follows:

Table 9. Results of partial test

| Model | | T | Sig. |
|---|---|---|---|
| 1 | (Constant) | .122 | .903 |
| | Motivation | 3.899 | .000 |
| | Job satisfaction | 2,442 | .017 |
| | Work Discipline | 4,576 | .000 |

Based on the table above, it can be seen that:
1. The tcount value for the Motivation variable (X1) shows that tcount (3.899) is greater than ttable (1.981) with a significance level of 0.000 0.05; hence, there is a slightly significant positive correlation between motivation and performance.
2. The tcount value for the Job Satisfaction variable (X2) shows that tcount (2,442) is greater than ttable (1,981) at a significant level of 0.000 0.05; hence, there is a very strong positive correlation between job satisfaction and performance. 3. Based on the value of tcount for the Performance Variable (Y2), tcount (3.032) is greater than ttable (4.589). (4,589). (4,589).
3. The tcount value of the Work Discipline variable (X3) shows that the tcount value (4.576) is greater than the ttable value (1.981) at a significance level of 0.02 to 0.05. So it can be concluded as follows: Work Discipline has a bad effect on performance which is only partially significant.

## 3.4 Discussion Of Research Results
**The Effect Of Motivation On Performance**
Significantly beneficial effects can be seen. The tcount value for the Motivation variable (X1) indicates that the tcount value (3.899) is greater than the ttable value (1.981) with a significance level of 0.000 <0.05. This shows that there is a rather significant positive effect between motivation and performance.

**Effect Of Job Satisfaction On Performance**
It is natural to anticipate a favorable outcome. The tcount value for the Job Satisfaction variable (X2) shows that, with a p-value of 0.000 <0.05, tcount (2.442) is greater than ttable (0.001). The fact that tcount is higher than ttable is indicative of this (1.981). There is a relationship between job satisfaction and performance, although it is only slightly significant.

*The influence of motivation, job satisfaction, and discipline work on employee performance in pt. Global penta branch restaurant xo suki medan-* **Gabriella Awina Sinurat, Novmeri Halawa,Tantia Irani, Dinda Aida Fitri, Maya Agustina Tanjung**

**Effect Of Work Discipline On Performance**

There was a large amount of damage inflicted. Employee performance is negatively affected in a way that is only slightly significant when subject to work discipline and performance because the tcount value of the Work Discipline variable (X3) shows that the tcount value (4.576) is greater than the ttable value (1.981) at a significant level of 0.02 < 0, 05.

**Effect Of Motivation, Job Satisfaction, And Work Discipline On Performance**

The value of Ftable is 2.69, and the significance value of alpha is 0.05 percent and Fcount is 62.487, consequently, sig.a (0.000a). The results of this study indicate that The study accepted the H1 hypothesis, but did not accept H0. When Fcount and Ftable are compared, the result is that motivation, job satisfaction, and work discipline all have a statistically significant impact on performance. 0.68 is the coefficient of determination for the square root of the correlation after adjustment. This illustrates that the ability of the driving factors (X1), Job Satisfaction (X2), and Work Discipline (X3) to explain their effect on performance (X1), (X2), and (X3) is sufficient. The performance measures in question are: (X1), (X2), and (X3) (Y) of 68 percent of the total. The remaining 32 percent was attributed to the influence of additional independent variables that were not considered during this study. These variables include work conflict, work spirit, and other aspects.

## 4    CONCLUSION

Based on the tests that have been carried out, from this research it can be concluded that: There is a rather significant beneficial impact. The results of tcount for the Motivation variable (X1) show that tcount (3.899) is greater than ttable (1.981) at a significance level of 0.000 < 0.05, indicating a significant positive relationship between motivation and performance. There is a slightly significant beneficial impact. The tcount value for the Job Satisfaction variable (X2) using a significance threshold of 0.000 0.05 found that tcount (2.442) was greater than ttable (1.981); As a result, job happiness and performance have a slightly significant positive correlation. There are only slightly significant adverse effects. The tcount value of the Work Discipline variable (X3) is more than the tcount value (4.576), indicating that obtained using ttable (1.981) when compared to a significance level of 0.02-0.05. As a result, claims that Work Discipline negatively impacts performance are only partially accurate. Ftable value (2.69), significant = 5% (0.05), Fcount (62.487), and sig.a (0.000a). This indicates that this study recognizes H1, but rejects H0 as a viable alternative. The difference between Fcount and Ftable can be used to show a positive and statistically significant impact on the performance of factors such as motivation, job satisfaction, and work discipline.

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*The influence of motivation, job satisfaction, and discipline work on employee performance in pt. Global penta branch restaurant xo suki medan-* **Gabriella Awina Sinurat, Novmeri Halawa,Tantia Irani, Dinda Aida Fitri, Maya Agustina Tanjung**

236

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*The influence of motivation, job satisfaction, and discipline work on employee performance in pt.
Global penta branch restaurant xo suki medan- **Gabriella Awina Sinurat, Novmeri Halawa,Tantia
Irani, Dinda Aida Fitri, Maya Agustina Tanjung***
237