Employee Performance and Several Factors That Influence It

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Abstract. This study aims to determine the effect of motivation, compensation, work environment and work discipline on employee performance at Bank BTN Purwokerto Branch Office. The results of this study stated that Motivation, Compensation, Work Environment and Work Discipline simultaneously affects Employee Performance. Based on the t test obtained; (a) Motivation (X1) has a positive significant effect on Employee Performance. (b) Compensation (X2) has a positive significant effect on Employee Performance. (c) Work Environment (X3) has a positive significant effect on Employee Performance. (d) Work Discipline (X3) has a positive significant effect on Employee Performance Based on the coefficient of determination R2 adjusted, it shows that the influence of motivation, compensation, work environment and work discipline on employee performance is 46.6%, while the remaining 53.4% is influenced by variables outside the research model.

Keywords: Motivation, Compensation, Work Environment, Work Discipline, Employee Performance.

1   Introduction

Banking company is a service industry which of course is very dependent on the abilities and competencies of each employee. Human resources who have high competence can support the quality of the company. On the other hand, human resources who do not have competence in their fields make the company lose because of the lack of maximum performance [6]. Therefore, companies must dare to develop competencies systematically, so as to create competent, capable and empowered human resources referring to qualified and appropriate conditions.

Banks have important functions and roles in the national economy. Almost all individuals or even companies use banking services, especially those related to financial problems. Various kinds of products are offered in the banking industry, ranging from credit funding, investment, insurance, etc. With the emergence of different types of banks, the competition climate in the banking industry has become very competitive. Customers do not carelessly use banking services. The performance of the bank concerned is the main reference for customers in determining which bank they will use [11].

PT. Bank Tabungan Negara (Persero), Tbk (BTN) is one of state-owned enterprise (BUMN) which is engaged in the banking industry. This bank has been operating for more than 100 years in Indonesia. In the midst of an increasingly competitive banking industry, PT. BTN was able to survive and people knew PT. BTN as one of the best Public Housing Credit (Kredit Perumahan Rakyat / KPR) service providers in Indonesia.

Researchers chose employees of PT BTN in Banyumas Regency Branch Office as research subjects because there are several phenomena related to motivation, compensation, environment and work discipline which are the main concerns in this study.

2 Literature Review

2.1 Employee Performance

Individual performance in a corporation has an impact on employee performance. The performance results can be in the form of quality, quantity, and punctuality. Evaluation of performance results in a company can be a solution in human resource development.

Employee performance refers to the actions taken by a person or employee inside a company to complete the tasks allocated to him in line with his duties and based on experience, hard work and time spent accompanied by quality and quantity that are in accordance with the applicable regulations in the company [7].

According to [9], there are several factors that influence employee performance, including: (1) Ability and Expertise, (2) Knowledge, (3) Work Design, (5) Personality, (6) Motivation, (7) Leadership, (8) Organizational Culture, (9) Job Satisfaction, (10) Work Environment, (11) Loyalty, (12) Commitment, (13) Work Discipline.

2.2 Motivation

Motivation is an individual drive that encourages a person To work, for instance, a high income, a supportive boss, appropriate workspace, a relaxing work environment, and amiable coworkers and others [4].

According to [8], motivation is one of the things that influences human behavior. Motivation is also referred to as the driving force of desire, support, or need to excite and motivate a person to reduce and satisfy his or her impulses so that he or she can act and act in a particular way that leads to the optimal direction.

[17] stated that Motivation indicators are: (1) Driving Force, (2) Willingness, (3) Sincerity, (4) Building Expertise, (5) Building Skills, (6) Responsibilities, (7) Obligations, (8) Goals.

2.3 Compensation

Compensation is reward given by the company for good performance given, both financially and non-financially (14). Compensation is the financial and non-financial remuneration offered by the corporation to its employees, to all employees involved in achieving company goals [9]. The absence of adequate compensation will influence current employees to consider leaving the company concerned. This will certainly make it difficult for the company to find a replacement because it has to go through a re-recruitment process.

According to [5], the following are some indicators of compensation: (1) Incentives, (2) Allowances, (3) Facilities, (4) Salaries, (5) Wages.

2.4 Work Environment

According to [19], Work environment is the overall Facilities and work aids, cleanliness, illumination, peace and quiet, as well as working relationships amongst those who are present at that location are all factors that can affect personnel who are performing work.

The tools and materials used generally, the setting in which one works, the procedures used, and the preparations made for work both individually and collectively make up the work environment [16]

According to [16] several indicators of the work environment, namely: (1) Lighting, (2) Air temperature, (3) Air circulation, (3) Workspace size, (4) Workspace layout, (5) Space privacy work (6) Cleanliness, (7) Noise, (7) Use of color, and (8) Work equipment

2.5 Work Discipline

Work Discipline is the capacity of a person to work consistently, diligently, and in compliance with applicable rules without breaking the established regulations [18]. According to [5], work discipline can be interpreted when employees consistently arrive and depart on time, complete all tasks competently, and adhere to all corporate policies and related social norms. The most crucial operational function of human resource management is discipline because a worker's effectiveness at work increases with improved employee discipline. Without strong staff discipline, it is challenging for an organization to produce the best results.

According to [5], there are various factors that influence an organization's employees' level of discipline, including: (1) Goals and Abilities, (2) Leadership Exemplary, (3) Sanctions and Punishments, (4) Inherent Supervision, (5) Human Relations.

2.6 Problem Formulation

The formulation of the study's problem is based on the context described above and is:
1. Do Motivation, Compensation, Work Environment and Work Discipline simultaneously affect the performance of Bank BTN employees in Banyumas Regency?
2. Does motivation have a positive and significant effect on employee performance at Bank BTN Banyumas Regency?
3. Does compensation have a positive and significant effect on employee performance at Bank BTN Banyumas Regency?
4. Does the work environment have a positively and significantly impact the effectiveness of BTN employees in Banyumas Regency?
5. Does Work Discipline have a positively and significantly impact the effectiveness of Bank BTN employees in Banyumas Regency?

2.7 Research Framework

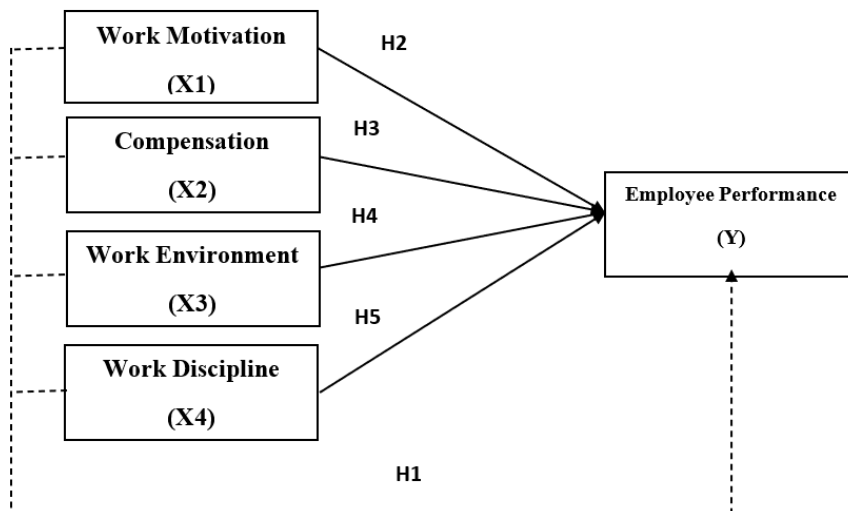The following framework may be described using the description above:

Fig. 1. Research Framework

Hypothesis:

H1: Motivation, Comp, Work Environment and Work Discipline simultaneously affect the performance of Bank BTN employees in Banyumas Regency.

H2: Motivation has a significant and positive impact on on the effectiveness of Bank BTN employees in Banyumas Regency.

H3: Compensation has significant and positive impact on the effectiveness of Bank BTN employees in Banyumas Regency.

H4: Work environment has significant and positive impact on the effectiveness of Bank BTN employees in Banyumas Regency.

H5: Work Discipline has a significant and positive impact on the effectiveness of Bank BTN employees in Banyumas Regency.

3 Research Method

The data collection method used in this research is primary data collection. Primary data is data that comes from distributing questionnaires. To determine the effect of the variables studied, a *Likert Scal*e was used. *A Likert scale* is used to gauge a person's or a group's attitudes, views, and perceptions of social phenomena.

In this study, the population were people who worked for PT. Bank BTN Banyumas Regency Branch Office, with a total of 135 employeesThe Slovin Equation was used to calculate the number of samples in this investigation, and a standard error of 5%. So that the sample size obtained as respondents was 101 employees.

4 Results and Discussion

These are the outcomes that were attained as a result study of the survey's data:

4.1 Validity Test

According to the results of a test of item validity, that was carried out to determine whether each questionnaire question could accurately represent the variables looked at in each statement, it was discovered wich each component had a positive correlation and an r-count value > 0.1422 The usage of compiling research instruments with high compilation validity may then be determined.

4.2 Reliability Test

Every statement that was tested for dependability produced a Cronbach Alpha score > 0.60, according to the results. It shows that the research tools utilized to measure each variable are accurate.

4.3 Classic Assumption Test

4.3.1 Normality Test

The results of the normality test reveal that 0.435 > 0.05, according to the probability/significance value (p-sig). It demonstrates that the dependent and independent variables in the regression model are all regularly distributed.

4.3.2 Multicollinearity Test

The correlation between the independent variables (VIF), according to the findings of the multicollinearity test, is 1.83. No evidence of multicollinearity is present. Because the data exhibit multicollinearity symptoms if the VIF score > 10.

The Work Motivation (X1) variable includes tolerance value of 0.468 > 0.10, the Compensation (X2) variable includes tolerance value of 0.808 > 0.10, the Work Environment (X3) variable includes tolerance value of 0.368 > 0.10, and the Work Discipline (X4) variable includes tolerance value of 0.321 > 0.10.

Likewise, the VIF value of each variable includes value of 10. The Work Motivation (X1) has a VIF value of 2.137 ≤ 10, the Compensation (X2) variable includes VIF value of 1.237 ≤ 10, the Work Environment (X3) variable includes VIF value of 2.717 ≤ 10, and the Work Discipline (X4) variable includes VIF value. 3.116 ≤ 10. From these data, It can be said that the assumption of multicollinearity is not present in the research data.

4.3.3 Heteroscedasticity Test

Heteroscedasticity test method in this research was using Glejser test. Regressing the independent variables on the absolute value of the residual is how the Glejser test is performed. In decision making seen from the parameter coefficients, if the significance probability value is above 0.05, it can be said that there isn't heteroscedasticity. The Work Motivation variable (X1) is $0.944 \geq 0.05$, the Compensation variable (X2) is $0.758 \geq 0.05$, the Work Environment variable (X3) is $0.866 \geq 0.05$, and the Work Discipline variable (X4) is $0.137 \geq 0.05$. So, it can be concluded that the data used on the Work Motivation (X1), Compensation (X2), Work Environment (X3), and Work Discipline (X4) did not show symptoms of heteroscedasticity.

4.4 Multiple Regression Analysis

Table 1. Multiple Linear Test Results Model

Model		Unstandardized Coefficients	
		B	Std. Error
	(Constant)	,783	,364
	Work Motivation (X1)	,202	,083
1	Compensation (X2)	,202	,080
	Work Environment (X3)	,216	,098
	Work Discipline (X4)	,204	,099

The equation for the multiple linear regression model is generated by using the findings of the regression analysis:

$$Y = \alpha + \beta\_1 X\_1 + \beta\_2 X\_2 + \beta\_3 X\_3 + \beta\_4 X\_4 + e$$
$$Y = 0{,}783 + 0{,}202\ X1 + 0{,}202\ X2 + 0{,}216\ X3 + 0{,}204\ X4$$

The following provides an explanation of the regression equation above:

α = The constant value (α) displays a positive value of 0.783 stating that if Work Motivation, Compensation, Work Environment, and Work Discipline are zero or remain unchanged, then Employee Performance is 0.783 units.

β1 = The value of the regression coefficient for the Work Motivation variable shows a positive value of 0.202, indicating that each increase in Work Motivation is 1 unit, it generates an improvement in employee performance by 0.202 units assuming other variables remain.

β2 = The value of the regression coefficient of the Compensation variable shows a positive value of 0.202 that each increase in Compensation is 1 unit, it generates an improvement in employee performance by 0.202 units assuming other variables remain.

β3 = The regression coefficient for the work environment variable has a positive value of 0.216, indicating that, assuming other factors remain constant, every 1 unit increase in the work environment results in an increase in employee performance of 0.216 units.

β4 = The work discipline variable's regression coefficient value is positive at 0.204, indicating that, assuming other factors remain constant, an increase in work discipline of 1 unit results in a 0.204-unit improvement in employee performance.

Based on multiple linear regression's findings, it was found that the most influential variable in this study was the Work Environment variable with a Beta value of 0.216.

4.5 Determination Coefficient Test (R2)

This study's adjusted R^2 regression model's value is 0.466, which shows that the ability of the independent variables of Work Motivation (X1), Compensation (X2), Work Environment (X3), and Work Discipline (X4) explains the variance of Employee Performance (Y) of 46.6%, and the remaining of 53.4% is influenced by factors others not investigated.

4.6 Hypothesis Testing

4.6.1 F-Test

H1: The influence of Work Motivation, Compensation, Work Environment, and Work Discipline on Employee Performance

The calculated F-Count for the first model is 30,179 with a significance value of 0.000. While the F-Table at a 95% confidence level df = n - k - 1 = 135 - 3 - 1 = 131, the F-Table value is 2.44. Thus, F-Count > F-Table (30,179 > 2,44). It can be concluded that the variables of Work Motivation (X1), Compensation (X2), Work Environment (X3), and Work Discipline (X4) simultaneously affect the performance of the employees of Bank BTN Purwokerto Branch, so the 1st hypothesis is accepted. These results are in line with research conducted by (13) and (3).

4.6.2 T-Test

1. **H2: The influence of Work Motivation on the Employee Performance**

    The findings of the hypothesis testing (H2) have demonstrated that the work motivation variable has a favorable and significant impact on employee performance at the Bank BTN Purwokerto Branch with a t-count > t-table that is 2.426 > 1.656 with a significance value of 0.017 < 0.05, so the 2nd hypothesis is accepted and conclusion that Work Motivation can enhance Employee Performance in Bank BTN Purwokerto Branch. The result of this study are consistent with previous research by [2] and [1]

2. **H3: The influence of Compensation on the Employee Performance**

    The results of hypothesis testing (H3) have proven that the Compensation variable has a positive and significant effect on Employee Performance of Bank BTN Purwokerto Branch with a t-count > t-table that is 2.531 > 1.656 with a significance value of 0.013 < 0.05, so the 3rd hypothesis is accepted and can be concluded that Compensation is able to improve the Employee Performance of Bank BTN Purwokerto Branch. The result of this study are consistent with previous research by [1] and [22].

3. **H4: The influence of Work Environment on the Employee Performance**

    The results of hypothesis testing (H4) have proven that the Work Environment variable has a positive and significant effect on the Employee Performance of Bank BTN Purwokerto Branch with a value of t-count > t-table that is 2.189 > 1.656 with a significance value of 0.030 < 0.05, so the 4th hypothesis is accepted and can be concluded that the Work Environment is able to improve the Employee Performance of Bank BTN Purwokerto Branch. The result of this study are consistent with previous research by [20] and [12].

4. **H5: The Influence of Work Discipline on the Employee Performance**

    The results of hypothesis testing (H5) have proven that the Work Discipline variable has a positive and significant effect on the Employee Performance of Bank BTN Purwokerto Branch with a t-count > t-table that is 2,060 > 1,656 with a significance value of 0.041 < 0.05, so the 5th hypothesis is accepted and can be it can be concluded that Work Discipline is able to improve the Employee Performance of Bank BTN Purwokerto Branch. The result of this study are consistent with previous research by [2] and [12].

5 Conclusions

Based on the results of the study on 142 respondents of employee on PT. Bank BTN Purwokerto Regency Branch Office, the following conclusions was:

1. Work Motivation, Compensation, Work Environment, and Work Discipline simultaneously have a significant effect on Employee Performance of Bank BTN Purwokerto Branch.
2. Work Motivation has a positive and significant effect on Employee Performance of Bank BTN Purwokerto Branch.
3. Compensation has a positive and significant effect on Employee Performance of Bank BTN Purwokerto Branch.

4. Work Environment has a positive and significant effect on Employee Performance of Bank BTN Purwokerto Branch.
5. Work Discipline has a positive and significant effect on Employee Performance of Bank BTN Purwokerto Branch

As a result of the limitations of this study, the following recommendations are made for additional research

1. For Bank BTN Purwokerto Branch
   a. Work Motivation
      It is expected that employees of Bank BTN Purwokerto Branch can improve their duties and obligations independently so that with this it is expected that employee performance can increase.
   b. Compensation
      It is expected that the employees of Bank BTN Purwokerto Branch will be able to pay attention in providing rights or incentives to employees in accordance with applicable regulations at Bank BTN Purwokerto Branch with this matter so that employee performance is expected to increase.
   c. Work Environment
      It is expected that Bank BTN Purwokerto Branch can provide a comfortable work environment so that employee performance is expected to increase.
   d. Work Discipline
      It is hoped that Bank BTN Purwokerto Branch will be able to improve relations between co-workers, so that employee performance is expected to increase.
   e. Employee Performance
      It is hoped that Bank BTN Purwokerto Branch will be able to use the time as well as possible so that the work assigned can be completed on time, so that employee performance is expected to increase.
2. For further researchers, that is by adding other variables that are thought to affect employee performance, such as Self-Efficacy, Organizational Citizenship Behavior, Leadership Style, etc.

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