

The Effect of Job Satisfaction and Work Motivation on Employee Performance in Terminal Operations at Bandung Husein Sastranegara Airport

Jenal Abidin¹ Nur Makkie Perdana Kusuma²

ir Transportation Management Study Program, Yogyakarta College of Aerospace Technology,
Bantul Regency, Province of Daerah Istimewa Yogyakarta, Indonesia^{1,2}

Email:

Abstract

The performance of an employee is basically an individual thing because each employee has different levels in doing their job duties. This study aims to determine how much influence job satisfaction has on employee performance at the operational center of the Husein Sastranegara Airport terminal in Bandung. To find out how the influence of work motivation on employee performance at the terminal operation center of Husein Sastranegara Airport Bandung and to find out how the influence of motivation and job satisfaction on employee performance at Husein Sastranegara Airport Bandung, especially at the airport terminal operation center. This research uses a type of quantitative research design. This research is an associative research, where this research was conducted to find out the relationship and influence between variables. Where the sample in this study were all employees at the terminal operation center at Husein Sastranegara Airport Bandung as many as 50 employees using purposive sampling technique. The results of this study indicate that simultaneously job satisfaction and work motivation affect employee performance, with a Tcount of job satisfaction of 2.412 with a significant value of 0.020 <0.05, meaning that partially job satisfaction variables affect employee performance at Husein Sastranegara Airport Bandung. As well as the value of Tcount work motivation of 3.249 with a significant value of 0.002 <0.05, it shows that simultaneously the variable of work motivation influences employee performance at Husein Sastranegara Airport, Bandung. The effect of job satisfaction and work motivation on employee performance at Husein Sastranegara Airport Bandung is 75.3% while the other 24.7% is influenced by other variables. Keywords: Job Satisfaction, Work Motivation, and Employee Performance

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INTRODUCTION

Employees are a very important asset owned by the company which must be managed properly by the company in order to make an optimal contribution so that the goals of the company can be achieved. Every company will always try to improve employee performance in the hope that what the company targets can be achieved. Husein Sastranegara International Airport serving domestic and international flights. Husein Sastranegara Airport is located in Bandung. It is an airport under the auspices of PT. Angkasa Pura II. Within the scope of the PT. (Persero) Angkasa Pura II consists of several work units where workers are not allowed to make work mistakes (zero accidents). Especially in the terminal unit where in this unit employees are required to have great work responsibilities, especially in serving flights and serving consumers (passengers) this is for the smooth running of the flight during and after the flight is carried out.

In this terminal operation center, employees who are professional and have high motivation towards work tasks in carrying out their duties are urgently needed, employees produce something called performance. Job satisfaction is a pleasant emotional state with how

workers view their work as job satisfaction and reflects a person's feelings towards his work and everything in his work environment.

Work motivation is very important in every area of organizational life. Once someone is motivated, he will be compelled to do anything to achieve a set of goals Umeozor (2018). Motivation is very influential on the performance of employees because it involves a sense of satisfaction or satisfaction. The problem itself arises because the level of satisfaction felt by employees is still lacking because the remuneration or motivation provided by the company is still not suitable for some individuals (employees).

Airport

An airport is an area or place that is on land or water with certain boundaries that has a function according to Law No. 1 of 2009 concerning Aviation, namely a building used for aircraft take-off and landing where passengers who use flight services to move from and to an intra and intermodal transportation with the unloading and loading of passenger goods and this place has basic and supporting facilities in safety, security and others to support flight activities.

Airports according to Government Regulation of the Republic of Indonesia Number 40 of 2012 concerning the Development and Preservation of the Airport Environment are all activities in which airport and aviation activities are carried out by carrying out safety and security functions in the smooth flow of traffic order both in terms of aircraft, passengers as well as post and cargo that can increase national and regional economic growth.

Job Satisfaction

According to Abdullah and Tantri (2012), satisfaction is the level a person feels about something after comparing product performance with his expectations of the product obtained. If performance falls below expectations, the customer will not be satisfied. If performance is as expected, the customer will be satisfied. If the performance results obtained are in accordance with consumer expectations, then consumers feel satisfied and happy. Badeni (2017) employee job satisfaction is a person's attitude towards his work which can be a positive or negative attitude, satisfied or dissatisfied. A satisfied employee is less likely to be absent, make a positive contribution, and stay with the company. Conversely, employees who are dissatisfied may be absent more often, may experience stress that disturbs co-workers, and may continuously seek other jobs Moorhead and Griffin (2013).

Motivation on Employee Performance

Work motivation is an inner strength that can arouse, direct and influence a person to have the intensity and persistence of voluntary behavior in doing a job. Motivation is a collection of strength or energy both internal and external starting from work-related efforts, considering the direction, intensity and persistence. Work motivation is a psychological drive to someone who determines the direction of behavior (direction of behavior) in the organization, the level of effort (level of effort) and the level of persistence or persistence in dealing with a problem (level of persistence). Work motivation is a movement or driving force in a person to behave and work hard and well in accordance with the duties and obligations that have been given by the company. Performance Indicators According to Afandi (2018) employee performance is as follows, as follows:

1. Quantity of work. All kinds of units of measurement related to the amount of work that can be expressed in numbers or other numerical equivalents.
2. Quality of work. All kinds of measurement units related to the quality or quality of work that can be expressed in numbers or other numerical equivalents.

3. Efficiency in carrying out tasks. Diverse resources wisely and in a cost-effective manner.
4. Work discipline. Comply with applicable laws and regulations.
5. Initiative. The ability to decide and do the right thing without being told, being able to find out what should be done with something around you, trying to keep moving to do things even though things are getting more difficult.
6. Accuracy. The level of suitability of the results of work measurements whether the work has reached its goals or not.
7. Leadership. The process of influencing or giving examples by leaders to their followers in an effort to achieve organizational goals.
8. Honesty. One of human nature that is quite difficult to apply.
9. Creativity. Mental processes that involve the generation of ideas or that involve the generation of ideas.

Employee Performance

Mangunegara (2017) states that "Performance is the result of work in quality and quantity that can be achieved by an employee in carrying out tasks in accordance with the responsibilities given to him". According to Sedamaryanti (2018) "Performance is the result of a person's work, an overall management process, where the results of a person's work are measured. Performance or performance is a description of the level of achievement of the implementation of a program of activities or policies in an organization's strategic planning. Performance indicators according to Mangkunegara (2017) include the following:

1. Quality of work is how well an employee does what he should do,
2. The quantity of work is how long an employee works in one day.
3. The quantity of this work can be seen from the work speed of each employee respectively.
4. Implementation of the task is how far the employee is able to do his job accurately or without errors.
5. Responsibility for work is awareness of the obligations of employees to carry out the work given by the company.

RESEARCH METHODS

This research uses a type of quantitative research design. This quantitative research method is defined as a research method based on the philosophy of positivism, used to examine certain populations or samples according to Sugiyono (2017). The research method used in this research is to use a quantitative approach. Where the data generated is in the form of numbers which are then processed and analyzed in order to get a scientific information result from these numbers Martono (2015).

RESEARCH RESULTS AND DISCUSSION

The Effect of Job Satisfaction on Employee Performance

From the results of the data that has been processed, it shows that there is an influence that occurs between the variable job satisfaction (X1) on the employee performance variable (Y). It can be proven through the t test where it can be seen that the value of sig. For the effect of job satisfaction (X1) on employee performance (Y) it is 0.671 so that > 0.05 and t count is 2.412 $>$ from t table which is 2.009 so this can be interpreted that H1 is accepted, meaning that there is an influence between job satisfaction variables (X1) which consists of salary, work itself and colleagues from these indicators can affect the performance variables of employees on duty at Bandung Husein Sastranegara Airport. From the results above, it shows that the job satisfaction of an employee/officer depends on how comfortable the employee is with his job,

besides that the salary received is in accordance with the results of the performance that the employee is doing and the co-workers who are on duty also play a very important role in the performance carried out by an employee. Therefore in this study job satisfaction can affect employee performance.

The Effect of Work Motivation on Employee Performance

Based on the results that the authors have done, it can be seen that the T test value for the work motivation variable (X2), namely expectations, can be seen that the sig. for the influence of work motivation variable (X1) on variable (Y) which is equal to 0.002 where $<$ than 0.05 and t count is 3.249 $>$ t table which is 2.009 so from these results it can be concluded that H2 is accepted due to expectations, salary increases and discipline in carry out tasks by always concentrating while working at the airport. Comparison between the results of previous research conducted by Siti Mujiatun, from the results of the study, there was an effect of work motivation on employee performance. It can be seen that sig (2 vailed) between job satisfaction and employee performance is 0.277 and $>$ α 0.05, it is stated that work motivation has no significant positive effect on employee performance. From testing the effect of job satisfaction and work motivation on employee performance, it can be seen that there are no job satisfaction and work motivation variables that have a significant effect on performance variables, so it is stated that job satisfaction and work motivation simultaneously do not have a significant effect on performance.

The Effect of Job Satisfaction and Work Motivation on Employee Performance

Based on the results that the authors have done, it can be seen that the T test values for the variable job satisfaction (X1) and the variable work motivation (X2) which have a significant effect on the employee performance variable (Y) can be seen that the sig. for the influence of job satisfaction variables (X1) and work motivation variables (X2) significantly on employee performance variables (Y) of 0.000 $<$ 0.05 and F count of 76.028 $>$ from F table with a value of 3.18, therefore it can be said that H3 is accepted so it can be concluded that employee performance and work motivation simultaneously affect the performance of employees at Husein Sastranegara Airport, Bandung.

CONCLUSION

Based on research data that has been analyzed and processed by previous researchers regarding the effect of job satisfaction and work motivation on employee performance at terminal operations at Husein Sastranegara Airport in Bandung, the following conclusions are obtained: It can be concluded that there is an effect of job satisfaction (X1) on employee performance (Y) amounts to 0.671 so that $>$ 0.05 and t count is 2.412 $>$ from t table which amounts to 2.009 so this can mean that H1 is accepted, meaning that there is an influence between the job satisfaction variable (X1) which consists of salary, the work itself and colleagues from these indicators can affect the performance variables of employees on duty at Bandung Husein Sastranegara Airport.

Based on the T test for the work motivation variable (X2), namely expectations, it can be seen that the sig. for the influence of work motivation variable (X1) on variable (Y) which is equal to 0.002 where $<$ than 0.05 and t count is 3.249 $>$ t table which is 2.009 so from these results it can be concluded that H2 is accepted due to expectations, salary increases and discipline in carry out tasks by always concentrating while working at the airport. Based on the T test for job satisfaction variables (X1) and work motivation variables (X2) which have a

significant effect on employee performance variables (Y) it can be seen that the sig values for the influence of job satisfaction variables (X1) and work motivation variables (X2) are significantly on employee performance variable (Y) of $0.000 < 0.05$ and F count of $76.028 >$ from F table with a value of 3.18 therefore it can be said that H3 is accepted so it can be concluded that employee performance and motivation to work together affect the performance of existing employees at Bandung Husein Sastranegara Airport.

Suggestions for Companies: It is expected that companies will further improve employee performance and improve airport services by increasing the ability and motivation of their employees. In this case the author contributes thoughts or ideas to the company so that the company can strive to further optimize airport services. **For Writers:** Future researchers or writers are expected to be able to develop and continue to add more insight and add valuable experience in establishing the author's theory as long as it is obtained in college which will later be used for the beginning of future research. **For Readers:** Benefits for readers themselves are very useful, namely to increase knowledge and increase knowledge. As well as after reading the reader who will later conduct research and can also be used for comparison material for readers before conducting research (as a reference).

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