The Effect of Work Motivation and Work Discipline on Employee Performance at Gojek Manado Office

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ABSTRACT

Work motivation can create a positive work atmosphere full of enthusiasm at work so that it makes it easier to achieve goals and creates an attitude to be disciplined in complying with applicable rules. Regulations are needed to provide good work discipline, employee work efficiency and can provide high motivation to employees. Performance has an important role because performance is the final form of the process of employees completing their tasks. Employees who complete their duties properly and correctly will have high performance. The purpose of this study was to determine the effect of work motivation and work discipline on employee performance at the Manado Gojek Office, either partially or simultaneously. This type of research uses quantitative research using a descriptive observational research design. This research uses probability sampling technique. This study uses data analysis techniques using the classical assumption test statistical method, Multiple Linear Regression Test and hypothesis testing.

Keywords: Work Motivation, Work Discipline, Employee Performance

INTRODUCTION

The importance of work motivation and work discipline shown by employees in an organization or company described above, is still a problem faced by several agencies or companies in developing countries like Indonesia, including Gojek. Gojek is a technology company from Indonesia engaged in transportation services through motorcycle taxis. In carrying out their duties as employees or online-based Gojek Drivers using the internet. Through the Gojek application, prospective passengers can easily find drivers to get to their destination, so we don't have to wait long to get the transportation we need.

Suspected that the work discipline of Gojek drivers also has an influence on the performance of their employees. There are lots of Gojek Drivers who do not comply with company regulations, for example drivers who do not wear Gojek official helmets or jackets. The Gojek company has issued regulations to all Gojek Drivers to always wear full attributes and comply with company regulations. Many Gojek drivers take advantage of working hours to take too many breaks and relax with their work, for example when delivering goods, sometimes drivers delay delivery of goods on the grounds of stopping by to eat or take a short break.

Based on initial observations made at the Gojek Manado office of the human resources (HRD) manager and employees, the interview results obtained are as follows: Employee performance has decreased due to relatively high work pressure, employees who often procrastinate work, for example finishing (such as working hours that are too busy so that work often piles up due to lack of employees, employee complaints are always in the work pressure section and the job demands given by the leadership to employees are too high, causing work to pile up too much, the result is often overtime making employees often come late to work , lack of cooperation between employees and other employees such as completing month-end bookkeeping and and there are still many jobs that make mistakes in completing their tasks such as operating computer equipment where there is always a server update to handle complaints a consumer).

The following is the performance appraisal data for Gojek Manado office employees. Evaluation of the performance of Gojek Manado office employees in 2021 with the elements assessed consisting of responsibility, reliability, initiative, quality and cooperation. Evaluation of the performance of Gojek Manado employees based on the element of responsibility obtained an average percentage in 2021 of 72.4% in the Enough category. Evaluation of the performance of Gojek Manado employees based on the element of reliability obtained an average percentage in 2021 of 84.2% in the Good category. The performance assessment of Gojek Manado employees based on the element of initiative obtained an average percentage in 2021 of 85.5% in the Good category. Evaluation of the performance of Gojek Manado employees based on the element of quality obtained an average percentage in 2021 of 83.5% in the

Good category and the performance evaluation of Gojek Manado employees based on the element of cooperation obtained an average percentage in 2021 of 79.4% with the Enough category.

As for some indicators of work motivation at the Gojek Manado office, namely: Salary. Measured by the form of remuneration or awards given regularly to someone for services or results of work. Companies are often late in reducing salaries and the salaries received are not in accordance with employee expectations. Work relationship. Judging from the relationship that exists between employers and workers arising from an agreement for a certain period of time, based on what happened there is still a lack of good working relations between superiors and employees. Recognition or award. Can be measured from the remuneration provided to its employees which can be valued in money and has a tendency to be given regularly. However, there is still a lack of appreciation for the work of employees given by the company, success. Judging from the benchmarks, a situation that is better/superior than in the past. According to Kasenda (2013), motivation is a condition in

Which a person's effort and willpower are directed towards achieving certain results or goals. The results in question can be in the form of productivity, attendance or other creative work behavior. Conversely, without good work motivation, it is difficult for a company to achieve optimal results. So motivation is the key to the success of a company in achieving its goals.

Kasenda (2013) in his research shows that motivation influences performance. Based on the background of the problems above, the researcher will raise the title of thesis research, namely "The Influence of work motivation and work discipline on employee performance at the Manado Gojek Office".

METHODS

This research is a type of descriptive research because this research has a purpose to make a picture or descriptive about a situation objectively that uses numbers, starting from data collection, interpretation of data and their appearance and results. The research method is quantitative using a descriptive research design observational. The variable measurement scale used in this study is the Likert scale. The population used in this study were Gojek Manado office employees. Sampling in this study is the probability sampling technique as many as 37 people . Data analysis technique used in this research is descriptive analysis and simple regression analysis. Operational variables used namely the independent variable work motivation (X1) and work discipline (X2) and the dependent variable performance (Y).

RESULT

Variable _ work motivation in in questionnaire using a scale of 1 - 5, a value of 1 indicates the influence of work motivation greatly not good and mark 5 show the influence of work motivation is very good. variable

average work motivation is 3 ,49. So can concluded compensation is on good category. On variable work discipline in in questionnaire using a scale of 1 - 5, a value of 1 indicates the influence of work discipline greatly not good and mark 5 show the influence of work discipline is very good. that variable average work discipline is 4 ,13. So can concluded work discipline exists on good category. On variable employee performance in in questionnaire using a scale of 1 - 5, a value of 1 indicates the influence of employee performance greatly not good and mark 5 show the influence of employee performance is very good. that the average employee performance variable is 4.18. So it can be concluded that the performance of employees is on good category.

Table 1. Result Test Normality
One-Sample Kolmogorov-Smirnov Test

N		37
Normal Parameters a,b	Means	0
	std. Deviation	2.48073691
Most Extreme Differences	absolute	0.114
	Positive	0.107
	Negative	-0.114
Test Statistics		0.114
asymp. Sig. (2-tailed)		.200 c,d

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
This is a lower bound of the true significance

Data _ this study is normally distributed. This can be known based on mark sig variable is obtained p-value 0.200, that is It means p-value > 0.05.

Table 2. Results Test Heteroscedasticity

Variable	Sig Limit	Information
Work motivation	. 1290.05	There is no heteroscedasticity
Work Discipline	. 6450.05	There is no heteroscedasticity

Source: Data Primary Which processed, 202 2

Based on the table above, the result is that the sig the work motivation variable is 0.129, and the work discipline variable is 0.645. The variable has _ results more big from mark sig probability 0.05 Which It means happen heteroscedasticity on third these variables.

Table 3. Results Test Multicollinearity

Variable	tolerance	VIF	Information
Work motivation	0.856	1,169	Multicollinearity Does Not Occur
Work Discipline	0.856	1,169	Multicollinearity Does Not Occur

Source: Data Primary Which processed, 2022

Based on the table above, the results show that the value tolerance

values compensation of 0.856 and VIF value as big 1.169, the motivation variable obtained a tolerance value of 0.856 *and a VIF value of 1.169. So It means No happen multicollinearity on variable the.*

Table 4. Results Analysis Multiple Linear Regression
Coefficients a

Model	Unstandardized Coefficients B	std. Error	Standardized Coefficients Betas	t	Sig.	Collinearity Statistics tolerance	VIF
(Constant)	43,098	14.123		3,051	0.004		
1 Total_Motiv asi	0.382	0.245	0.274	1,557	0.129	0.856	1,169
Total_Disci pline	0.111	0.24	82	0.465	0.645	0.856	1,169

a. Dependent Variable: Total_Performance

Table 5. Results F test ANOVA a

Model		Sum of Squares	df	MeanSquare	F	Sig.
	Regression	149,783	2	74,892	3,866 _	. 0 17 b
1	residual	1364541	34	40,134		
	Total	1514.324	36			

a. Dependent Variable: Total_Performance
b. Predictors: (Constant), Total_Discipline, Total_Motivation

Obtained results from table 4 . 22 obtained a sig value of 0.017 < 0.05 And mark *F hitung* 3,866 > *F tabel* 3.55 then *H a* accepted And *H* 0 rejected. Can concluded that work motivation and work discipline are simultaneously influential on employee performance.

Table 6. Results t test

Model	Unstandardized Coefficients B	std. Error	Standardized Coefficients Betas	t	Sig.	Collinearity Statistics tolerance	VIF
(Constant)	43,098	14.123		3,051	0		
1 Total_Motivasi	0.382	0.245	0.27	1,557	0.13	0.856	1,169
Total_Discipline	0.111	0.24	82	0.47	0.65	0.856	1,169

a. Dependent Variable: Total_Performance

Results test compensation regression on employee performance, seen that mark sig 0.004 _ < 0.05 And mark *t hitung* 3,051 > *t tabel* 0.688 _ _ so *H a* rejected And *H* 0 accepted. Can concluded that partially influential work motivation on employee performance. Results test work discipline regression on employee performance, seen that mark sig 0.004 _ < 0.05 And mark *t hitung* 3,051 > *t tabel* 0.688 _ _ so *H a* rejected And *H* 0 accepted. Can concluded that work discipline is partially influential on employee performance.

Table 7. Results Coefficient Determination
Summary Model b

Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	.305 a	93	0.067	6,264

a. Predictors: (Constant), Total_Motivation
b. Dependent Variable: Total_Performance

Based on multiple linear regression analysis shows the magnitude of the coefficient of determination (r 2 square) = 0.093.

Then the meaning independent variables affect dependent variables by 9.3% the remaining 90.7 % is influenced by other variables that are not entered in research models.

CONCLUSSION

A study was conducted with the aim of investigating the impact of work motivation and work discipline on employee performance. The research focused on a sample of 37 respondents employed at the Manado Gojek Office. The study employed data analysis through the use of SPSS 24 software. The findings of the research, titled "The Influence of Work Motivation and Work Discipline on Employee Performance (Case Study at Gojek Manado Office)," revealed several key conclusions. Firstly, work motivation was found to have a positive effect on employee performance. Secondly, work discipline was identified as a significant factor contributing to employee performance. Lastly, the study highlighted that both work motivation and work discipline collectively exerted an influence on employee performance.

Considering the research outcomes, the study also put forth recommendations for improvement. Firstly, it was suggested that enhancing employee performance in terms of task completion timeliness should be a priority, which would consequently lead to overall performance enhancement. Secondly, focusing on improving employees' skills, salary distribution, and interpersonal relationships was proposed to elevate both work motivation and employee performance. Thirdly, boosting employee morale in carrying out their responsibilities was advised to enhance work discipline and subsequently improve employee performance. Lastly, increasing benefits and incentives for employees was recommended as a measure to further enhance their overall performance.

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