

The Effect of Reward, Job Satisfaction and Work Environment on Employee Performance at STIK Siti Khadijah Palembang with Work Motivation as A Mediating Variable

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Abstract: This study aims to determine and prove the effect of reward, job satisfaction and work environment on employee performance at STIK Siti Khadijah Palembang with work motivation as a mediating variable. The population in this study were all STIK Siti Khadijah Palembang employees of population is 42 people. Sampling in this study used the Saturated Sample technique, namely as many as 42 people as the research sample. The results of this study indicate that Reward has an effect on Work Motivation, Job Satisfaction has an effect on Work Motivation, Work Environment has an effect on Work Motivation, Reward has an effect on Employee Performance, Job Satisfaction has an effect on Employee Performance, Work Environment has an effect on Employee Performance, Work Motivation affects Employee Performance. Rewards on Employee Performance have an indirect effect on Motivation Performance as a mediating variable or intermediary variable. Job Satisfaction on Employee Performance has an indirect effect on Work Motivation as a mediating variable or intermediary variable. As well as the Work Environment on Employee Performance has an indirect effect on Work Motivation as a mediating variable or intermediary variable.

Keywords: Reward, Job satisfaction, Work Environment, Employee Performance, Work Motivation

I. INTRODUCTION

Human Resources (HR) is a central factor in the organization. Whatever the form and purpose, the organization is made based on various visions for the benefit of humans and in carrying out its mission it is managed and managed by humans, for this reason Human Resources need to be developed and considered so that the quality of Human Resources can be improved, so that it has an impact on increasing organizational performance where Human Resources are The human exists. Professional and quality Human Resources will shape the performance of employees, both individuals and groups, which will then have an impact on the effectiveness of the organization as a whole. Based on initial observations, the performance problems of STIK Siti Khadijah Palembang employees are still relatively low, this can be seen from the quality dimension where there are still some employees who are not optimal in using their abilities to complete work, the quantity dimension can be seen from some employees who have not been able to complete the work targets given by the company.

The next phenomenon is work motivation, the work motivation of STIK Siti Khadijah Palembang employees is also relatively low based on the results of observations, it can be seen that there are still employees who do not have high enthusiasm for achievement and lack enthusiasm at work and lack commitment to tasks, this is based on the desire get recognition where in reality there is rarely recognition from superiors. In addition to influencing work motivation, reward also affects employee performance. From the phenomenon that occurs at STIK Siti Khadijah Palembang, it can be seen that the bonuses given are not entirely fair, the determination of employee bonuses is still related to the severity of the work (workload), the incentives given are not in accordance with the work.

Likewise with the phenomenon of employee job satisfaction at STIK Siti Khadijah Palembang, including some employees who feel there are no challenges in their work, employees feel there is no opportunity to learn, ongoing supervision is not optimal and periodic evaluations are carried out. The next phenomenon is the work environment. Based on the results of observations of the work environment, STIK Siti Khadijah Palembang does not look good where in terms of the cleanliness of the work space it still looks not neatly arranged, there are still several work cupboards

filled with scattered files, there is still a lack of facilities and infrastructure where work equipment is also not yet fully supported.

This research is also motivated by research gaps in previous studies. Based on research conducted by Eva Nurhalifah (2021) with the Influence of Work Environment and Rewards on Employee Motivation and Job Satisfaction (Case Study on Employees of PT. Kaliaren Jaya Plywood), From the results of the hypothesis test it shows that the work environment has a significant effect on work motivation, rewards have a significant effect on work motivation. The framework of thinking is a conceptual model of how theory relates to various factors that have been defined as important issues. Based on this discussion, it can be concluded that the framework of thinking is a temporary explanation conceptually about the interrelationships of each problem object based on theory.

a) The Effect of Reward on Work Motivation

In general, giving rewards to employees aims to increase employee motivation so that an employee will be maximal at work. based on the results above it can be said that employee motivation will be formed by the existence of rewards both from salaries, benefits, bonuses, interpersonal awards, achievement (Achievement), as well as from autonomy.

b) The Effect of Job Satisfaction on Work Motivation

According to Mangkunegara (2017), motivation is the driving force for someone to make the greatest possible contribution to the success of the organization in achieving goals. On the other hand, work motivation is also influenced by several things, including the salary received, a sense of security, a comfortable environment, relations between workers, and opportunities at work (Sayuti, 2019). From this approach it can be concluded that high work motivation is strongly influenced by employee satisfaction at work.

c) The Effect of Work Environment on Work Motivation

The work environment is one of the important factors that a manager needs to pay attention to in maintaining his human resources, namely by providing and seeking a comfortable, safe and conducive work environment because that is where an employee spends his working time every day, then with a comfortable work environment, safe and conducive will increase the creativity of employees so that work motivation is formed.

d) The Effect of Reward on Employee Performance

In general, giving rewards to employees aims to improve employee performance so that company goals can be achieved, besides that with rewards, employees feel that their contribution is appreciated so that it spurs employee performance to increase.

e) The Effect of Job Satisfaction on Employee Performance

Job satisfaction of an employee in each aspect of his work is getting better, then the employee's performance will increase both in terms of quality, quantity, timeliness, effectiveness and independence.

f) The Effect of Work Environment on Employee Performance

The work environment in a company is important to note. The work environment can be seen from the physical (adequate lighting, good air temperature, noise, coloring, sufficient space, security) and non-physical work environment (relationships between employees). A good work environment can support the implementation of work so that employees become more enthusiastic at work and can improve employee performance

g) The Effect of Work Motivation on Employee Performance

Work motivation is important to be carried out continuously and continuously with the hope that the results of this motivation can be used as a guideline for organizations to be able to improve their employee performance. Work motivation generated by the company or originating in employees will increase higher performance. From this discussion it is clear that work motivation influences employee performance. work motivation as a potential factor in individuals is developed with work perceptions, work motives and achievements to produce high employee performance.

h) The Effect of Reward on Employee Performance with Work Motivation as a Mediating Variable

Reward is a means of motivation or a means that can generate encouragement and is one type of reward associated with work performance, which is given in the form of money or awards that are determined based on achievement, the higher the work performance, the greater the reward given.

i) The Effect of Job Satisfaction on Employee Performance with Work Motivation as a Mediating Variable

Job satisfaction is one of the factors that influence work motivation. Job satisfaction can strengthen work motivation. The higher the job satisfaction, the higher the work motivation. Conversely, dissatisfied employees have low work motivation. Dissatisfied employees affect the willingness of employees to work because their motivation is low.

j) The Effect of the Work Environment on Employee Performance with Work Motivation as a Mediating Variable

Work motivation is a variable that is able to mediate the influence of the work environment on employee performance. Work motivation is able to strengthen the influence of the work environment on employee performance, meaning that when employees have high work motivation, the impact of the work environment will be greater on the achievement of employee performance. A comfortable and conducive work environment can influence employees to be more motivated in improving quality and quantity performance to be more effective and efficient, so that the work environment and work motivation can affect employee performance.

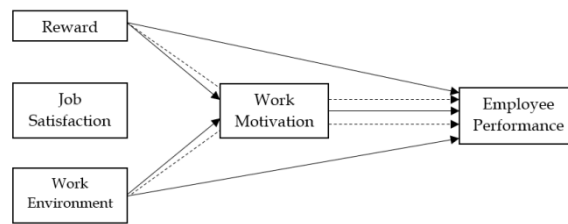


Figure 1. Research Framework

II. RESEACRH METHODE

Population

The population in this study were all STIK Siti Khadijah Palembang employees, while the sample was part of the population that would be used as the object of research. In this study the number of population is 42 people.

Samples and Sampling Techniques

Sampling in this study used the Saturated Sample technique, namely sampling was carried out as a whole from the total population. In this study, taking into account the total population of 42 people, the authors took the entire population, namely as many as 42 people as the research sample.

Research Design

Based on the formulation of the problem and research objectives that have been determined, the research design used in this study is a correlational associative design with survey methods. The survey is part of a descriptive study that aims to find the position (status) of phenomena (symptoms) and determine the similarity of status by comparing it with predetermined standards (Arikunto, 2017).

III. RESEARCH RESULT AND INTERPRETATION

Respondent Demographic Data

Respondents in this study were 42 employees by distributing questionnaires as well as 42 questionnaires. Furthermore, as many as 42 employees can be broken down based on age, gender, last education and age at STIK Siti Khadijah Palembang. D = it is known that the majority of respondents were male, amounting to 29 employees or 69%, while the female respondents were 13 employees or 31%. This shows that the respondents who filled out the questionnaire were more male than female.

Descriptive Statistical Analysis

Table 1. Respondent Answer Category

Variable	Average value	Category
(1)	(2)	(3)
Rewards	4.29	Tall
Job satisfaction	4.35	Tall
Work environment	4.37	Tall
Work motivation	4.36	Tall
Employee Performance	4.33	Tall

Source: SmartPLS Processed Data

Work environment STIK Siti Khadijah Palembang employees on average are included in the highest category, compared to variables Rewards, Job Satisfaction, Work Motivation and, and Employee Performance.

Results Discussion

The Effect of Reward on Work Motivation

The results of the first hypothesis test show that Reward has a significant effect on the Work Motivation at STIK Siti Khadijah Palembang, as shown by the t-Statistics value of $1.976 \geq 1.96$, the P-Value is $0.049 \leq 0.05$, so it can be concluded that the higher the reward, the higher the work motivation. And vice versa, if the reward is low, the work motivation will also be lower.

The Effect of Job Satisfaction on Work Motivation.

On the results of the second hypothesis test, Job Satisfaction has a significant effect on work motivation at STIK Siti Khadijah Palembang, indicated by the t-statistic value of $6.410 \geq 1.96$, the P-Value is $0.000 \leq 0.05$ so it is concluded that the better Job Satisfaction will increase Work Motivation.

The Effect of the Work Environment on Work Motivation

On the results of the third hypothesis test, work environment has a significant effect on the work motivation at STIK Siti Khadijah Palembang, indicated by the t-statistic value of $6.109 \geq 1.96$, the P-Value is $0.000 \leq 0.05$ so it is concluded that the better the work environment will increase the work motivation of employees.

The Effect of Reward on the Employee Performance

On the results of the fourth hypothesis test, Reward has a significant effect on the employee performance at STIK Siti Khadijah Palembang, indicated by the t-statistic value of $3.518 \geq 1.96$, the P-Value is $0.000 \leq 0.05$, so it can be concluded that the better the reward, the higher the performance.

The Effect of Job Satisfaction on Employee Performance

On the results of the fifth hypothesis test, Job Satisfaction has a significant effect on the employee Performance at STIK Siti Khadijah Palembang, indicated by the t-statistic value of $4.894 \geq 1.96$, the P-Value is $0.000 \leq 0.05$, so it is concluded that the better the Job Satisfaction, the better the employee performance at STIK Siti Khadijah Palembang.

The Effect of the Work Environment on Employee Performance

On the results of the sixth hypothesis test, work environment has a significant effect on the employee performance at STIK Siti Khadijah Palembang, indicated by the t-statistic value of $2.214 \geq 1.96$, the P-Value is $0.027 \leq 0.05$ so it is concluded that the better the work environment, the better the employee performance of STIK Siti Khadijah Palembang.

The Effect of Work Motivation on the Employee Performance

On the results of the seventh hypothesis test, work motivation has a significant effect on the employee performance at STIK Siti Khadijah Palembang, indicated by the t-statistic value of $2.980 \geq 1.96$, the P-Value is $0.003 \leq 0.05$, so it is concluded that the higher the work motivation, the higher the employee performance.

The Indirect Effect of Reward on Employee Performance with work motivation as a Mediating Variable

In the results of the eighth hypothesis test, rewards indirectly affect on employee performance mediated by work motivation at STIK Siti Khadijah Palembang, indicated by a t-statistic value of $2.562 \geq 1.96$, P-Value of $0.004 \leq 0.05$, so it can be concluded that work motivation can be a mediating variable between rewards and employee performance.

The Indirect Effect of Job Satisfaction on Performance with Work Motivation as a Mediating Variable

On the results of the ninth hypothesis test, Job satisfaction indirectly effect on employee performance mediated by the work motivation at STIK Siti Khadijah Palembang, shown by the t-statistic value of $2.974 \geq 1.96$, the P-Value is $0.003 \leq 0.05$, so it can be concluded that work motivation can be a mediating variable between job satisfaction and employee performance.

The Indirect Effect of the Work Environment on Employee Performance with Work Motivation as a Mediating Variable

On the results of the tenth hypothesis test, work environment indirectly has an effect on employee performance which is mediated by the work motivation at STIK Siti Khadijah Palembang, shown by the t-statistic value of $2.351 \geq$

1.96, the P-Value is $0.019 \leq 0.05$, so it can be concluded that work motivation can be a mediating variable between the work environment and employee performance.

IV. CONCLUSION

Conclusion

The results of the hypothesis test from this study are as follows:

1. Reward has a significant effect on work motivation, meaning that the better the reward, the better the work motivation at STIK Siti Khadijah Palembang.
2. Job Satisfaction has a significant effect on Work Motivation, meaning that the better Job Satisfaction will create good Work Motivation at STIK Siti Khadijah Palembang.
3. The work environment has a significant effect on work motivation, meaning that a better work environment will create good work motivation at STIK Siti Khadijah Palembang.
4. Reward has a significant effect on employee performance, meaning that the better the reward will increase the employee performance at STIK Siti Khadijah Palembang.
5. Job Satisfaction has a significant effect on employee performance, meaning that the better job satisfaction will improve the performance at STIK Siti Khadijah Palembang.
6. Work Environment has a significant effect on employee performance, meaning that the better the work environment will improve the employee performance at STIK Siti Khadijah Palembang.
7. Work motivation has a significant effect on employee performance, meaning that the better the Work Motivation will improve the employee performance at STIK Siti Khadijah Palembang.
8. Reward indirectly has a significant effect on employee performance which is mediated by work motivation, meaning that the better the reward through work motivation will increase the employee performance at STIK Siti Khadijah Palembang.
9. Job satisfaction indirectly has a significant effect on employee performance which is mediated by work motivation. meaning that the better Job Satisfaction through Work Motivation will improve the employee performance at STIK Siti Khadijah Palembang.
10. Work environment indirectly has a significant effect on employee performance which is mediated by work motivation, meaning that the better the work environment through work motivation will improve the employee performance at STIK Siti Khadijah Palembang.

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