



Employee Performance in the Medan Tourism Office: The Impact of Motivation and Discipline

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ARTICLE INFO

Keywords:

Motivation, Discipline, Employee Performance.

ABSTRACT

This study aims to find out the influence of work motivation and discipline on the performance of employees in the Medan Tourism Office. The method used is explanatory research with analytical techniques using statistical analysis with regression testing, correlation, determination and hypothesis testing. The results of this study significantly influenced the performance of employees by 47.5%, hypothesis test obtained $t_{\text{calculate}} > t_{\text{table}}$ or $(7,052 > 2,004)$. Work discipline significantly influenced employee performance by 30.3%, hypothesis test obtained $t_{\text{count}} > t_{\text{table}}$ or $(4,892 > 2,004)$. Motivation and discipline of work simultaneously have a significant effect on employee performance with regression equation $Y = 10,258 + 0,428X_1 + 0,332X_2$ and influence contribution of 53.7%, hypothesis test obtained $F_{\text{calculate}} > F_{\text{table}}$ or $(31,275 > 2,780)$.

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1. Introduction

Human resources are the main driver of the course of activities of an organization, the back and forth of an organization is determined by the existence of human resources. So that human resources or employees in an organization become an important concern in order to achieve the success of the organization. The success of an organization in achieving organizational goals is determined by the performance of employees. The ability of employees to do the work that is their responsibility becomes the benchmark of achieving the objectives of the organization. If an organization is able to achieve a set goal, it can be said that it is effective. Over time, all organizations are required to be able to compete to provide the best service, including government organizations.

The best service, can not be separated from the role of each employee. An employee must be able to work optimally where this can be seen or measured through the performance of the employee. According to Mangkunegara (2017), argues that performance is the result of quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Good performance is optimal performance, which is performance that is in accordance with organizational standards and supports the achievement of organizational goals. Improving employee performance will bring progress for agencies (organizations) to be able to survive in an unstable competition. Employee performance is influenced by several factors both related to the workforce itself and those related to the corporate or organizational environment. Wexley and Yukl (2005), identified factors that influence performance including motivation and discipline of work. Medan Tourism Office is an implementing element of regional autonomy, which has the task of organizing the authority of decentralization and deconcentration in the field of tourism and also as a government organization that carries the task of improving the welfare of the community through increasing the availability of public needs, namely the availability of tourism results that become the basic needs of human beings more specifically the needs of the people around or who are included in the scope of this tourism service, so that in accordance with the Decree of the Minister of State for The Utilization of State Apparatus (Meneg PAN) Number 63 / KEP / M.PAN/7/2003, provides an understanding of public

services, namely all service activities carried out by public service providers as an effort to meet the needs of service recipients as well as the implementation of laws and regulations.

Services provided by the tourism office are strongly influenced by the existence of human resources or employees in the service. Medan tourism office employees are currently led by the Head of Service, accompanied by the Secretary of the Office, Head of Division, Kasubbag, Kasie and his staffs. According to Mc Clelland in Mangkunegara, (2017) an employee is said to have a high work motivation if, in him has: (1) need of achievement (needs of achievement) namely the ability of employees (2) Need of affiliation (affiliate needs) that is the desire of employees to be friendly and know more about workmates in a government organization, and (3) need of power (need of power) that is the need to make employees behave fairly in carrying out their duties and desire to master something, but in this case the agency has not been maximally giving encouragement or motivation to the employees in the tourism office of Medan, the lack of attention from superiors to subordinates, this is allegedly the cause of employees do not have the desire or encouragement to achieve performance that exceeds the standards that have been set.

While the discipline of work is an attitude, behavior that is carried out voluntarily and consciously and circumstances to follow the rules that have been set by the agency both written and unwritten (Nitisemito, 2002). Without good employee discipline, it is difficult for company organizations or agencies to achieve optimal results. An employee who has a high level of discipline will continue to work well even without being supervised by superiors, will not steal work time to do other things that have nothing to do with work, will obey the existing regulations in a work environment with a high awareness without any sense of coercion. Work discipline can affect employee performance, this statement is reinforced by the opinion of Malayu S.P Hasibuan (2017) "The better a person's work discipline, the higher the performance will be achieved". The discipline of Medan tourism office employees can be seen from the level of attendance and punctuality of coming to the office. This can be seen from the level of attendance achieved. Attendance method in Medan tourism office using fingerprints (finger), so that it can be precise and accurate in terms of assessing the discipline of employees.

Decreased employee performance can be caused by a low self-drive to work together, work effectively in achieving goals. The lack of attention from superiors to subordinates also caused the motivation of employees in Medan tourism office to be low. Employees prefer to assign tasks that have become their responsibility to contract employees so that the desire to motivate themselves is not maximal, and also superiors are less intense in providing motivation to subordinate employees, thereby impacting the low morale of employees' work, because it feels less noticed and results in the performance of employees to be not optimal.

Another factor that causes the decrease in the performance of Medan tourism office employees is the physical work environment that does not support work productivity, namely dark work rooms, open and berdempetan each other so that employees feel cramped. Some employees also mentioned the decrease in performance due to high workload and lack of appreciation given for the performance achieved by employees. The level of discipline of employees and the motivation of employees will greatly affect the performance of employees and affect the productivity of a government agency. Agencies can not run well if the management of employees in discipline and motivation to employees is not managed properly. The above conditions cause problems in the achievement of employee performance. Achievement of performance that is not optimal is expected due to lack of discipline of employees and low motivation. Based on the background above, this research is titled "The Influence of Work Motivation and Discipline on Employee Performance in Medan Tourism Office".

2. Methods

The population in this study amounted to 57 respondents from the Yogyakarta Tourism Office. Sampling techniques in this study are saturated sample, where all members of the population are presented as samples. Thus the sample in this study amounted to 57 respondents. The type of research used is associative, where the purpose is to know the influence between free variables on variables

bound both partially and simultaneously In analyzing the data used instrument test, classical assumption test, regression, coefficient of determination and hypothesis test. Motivation According to Maslow in Sutrisno (2017:55), stated that motivation is the provision of driving power that creates the excitement of one's work, so that they will cooperate, work effectively and integrate with all their efforts to achieve satisfaction in working.

Work Discipline According to Sutrisno (2016) defines "Discipline is the behavior of a person in accordance with existing rules, work procedures or attitudes and behaviors and actions in accordance with the rules of the organization both written and unwritten". In this study the indicators used include: obeying the rules of time obeying the rules of the organization, obeying the rules of behavior in the work, obeying other regulations. Employee Performance In carrying out a job, the company needs to perform performance assessment (performance appraisal) in order to be known the effectiveness and success of performance carried out by employees. According to Mathis and Jackson (2016:61) argues "Performance assessment is a process of evaluating how well employees do their jobs when compared to a set of standards, and then communicating that information to employees". According to Thomas and Scott in Hasibuan (2016:28) argues "Performance assessment is an assessment of the performance of an employee's position, which is one of the most important responsibilities that exist to a manager".

3. Results and Discussion

3.1 Descriptive Analysis

In this test is used to know the minimum and maximum score, mean score and standard deviation of each variable. The results are as follows:

TABLE 1.
DESCRIPTIVE STATISTICS ANALYSIS RESULTS TABLE DESCRIPTIVE STATISTICS

	N	Minimum	Maximum	Mean	Std. Deviation
Motivation (X1)	57	28	47	36.60	4.632
Work discipline (X2)	57	28	44	37.30	3.070
Employee Performance (Y)	57	31	47	38.30	3.590
Valid N (listwise)	57				

Motivation obtained a minimum variance of 28 and a maximum variance of 47 with a mean score of 3.66 with a standard deviation of 4,632. The discipline obtained a minimum variance of 28 and a maximum variance of 44 with a mean score of 3.73 with a standard deviation of. 3,070. Employee performance obtained a minimum variance of 31 and a maximum variance of 47 with a mean score of 3.83 with a standard deviation of 3,590.

3.2 Verifikative Analysis.

This analysis is intended to determine the effect of independent variables on dependent variables. The test results are as follows:

Multiple Linear Regression Analysis

This regression test is intended to determine the change in dependent variables if independent variables change. The test results are as follows:

TABLE 2.
MULTIPLE LINEAR REGRESSION TEST RESULTS TABLE

Model	Coefficients ^a		Standardized Coefficients Beta	t	Sig.
	Unstandardized Coefficients B	Std. Error			
1 (Constant)	10.258	4.126		2.486	.016
Motivation (X1)	.428	.082	.552	5.217	.000

Work discipline (X2)	.332	.124	.284	2.684	.010
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Dependent Variable: Employee Performance (Y)

Based on the test results in the table above, obtained regression equation $Y = 10,258 + 0.428X1 + 0.332X2$

Correlation Coefficient Analysis

Correlation coefficient analysis is intended to determine the relationship strength tingkt of independent variables to dependent variables both partially and simultaneously. The test results are as follows:

TABLE 3.
TEST RESULTS COEFFICIENT OF MOTIVATIONAL CORRELATION TO EMPLOYEE PERFORMANCE.

		Motivation (X1)	Employee Performance (Y)
Motivation (X1)	Pearson Correlation	1	.689**
	Sig. (2-tailed)		.000
Employee Performance (Y)	Pearson Correlation	.689**	1
	Sig. (2-tailed)	.000	

Based on the test results obtained a correlation value of 0.689 means that motivation has a strong relationship to employee performance.

TABLE 4.
TEST RESULTS COEFFICIENT OF CORRELATION OF WORK DISCIPLINE TO EMPLOYEE PERFORMANCE.

		Work discipline (X2)	Employee Performance (Y)
Work discipline (X2)	Pearson Correlation	1	.551**
	Sig. (2-tailed)		.000
Employee Performance (Y)	Pearson Correlation	.551**	1
	Sig. (2-tailed)	.000	

Based on the test results obtained a correlation value of 0.551 means that work discipline has a moderate relationship to employee performance.

TABLE 5.
TEST RESULTS COEFFICIENT OF MOTIVATION AND DISCIPLINE OF WORK SIMULTANEOUSLY AGAINST EMPLOYEE PERFORMANCE.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.733 ^a	.537	.520	2.489

a. Predictors: (Constant), Work discipline (X2), Motivation (X1)

Based on the test results obtained a correlation value of 0.733 means that motivation and discipline of work simultaneously have a strong relationship to employee performance.

Analysis of Coefficient of Determination

Coefficient analysis of determination is intended to determine the percentage of influence of

independent variables on dependent variables both partially and simultaneously. The test results are as follows:

TABLE 6.
RESULTS OF TESTING COEFFICIENT OF MOTIVATION DETERMINATION ON EMPLOYEE PERFORMANCE.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.689 ^a	.475	.465	2.625

a. Predictors: (Constant), Motivation (X1)

Based on the test results obtained a determination value of 0.475 means that motivation has an influence contribution of 47.5% on employee performance.

TABLE 7 TEST RESULTS COEFFICIENT OF DETERMINATION OF WORK DISCIPLINE ON EMPLOYEE PERFORMANCE.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.551 ^a	.303	.291	3.024

a. Predictors: (Constant), Work discipline (X2)

Based on the test results obtained a determination value of 0.303 means that work discipline has an influence contribution of 30.3% on employee performance.

TABLE 8.
TEST RESULTS COEFFICIENT OF MOTIVATION DETERMINATION AND DISCIPLINE OF WORK ON EMPLOYEE PERFORMANCE.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.733 ^a	.537	.520	2.489

a. Predictors: (Constant), Work discipline (X2), Motivation (X1)

Based on the test results obtained a determination value of 0.537 means that motivation and discipline of work simultaneously has an influence contribution of 53.7% to employee performance, while the remaining 46.3% is influenced by other factors.

Hypothesis Test

Partial hypothesis test (T test) Hypothesis testing with t-test is used to determine which partial hypothesis is accepted. he first hypothesis: There is a significant influence between motivation on employee performance.

TABLE 9.
MOTIVATION HYPOTHESIS TEST RESULTS ON EMPLOYEE PERFORMANCE.

Coefficients^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	18.751	2.793		6.713	.000
	Motivation (X1)	.534	.076	.689	7.052	.000

a. Dependent Variable: Employee Performance (Y)

Based on the test results in the table above, obtained the value of t calculate > t table or (7,052 > 2,004), thus the first hypothesis proposed that there is a significant influence on the motivation of

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employee performance received.

TABLE 10.
WORK DISCIPLINE HYPOTHESIS TEST RESULTS ON EMPLOYEE PERFORMANCE.

Model	Coefficients ^a		Standardized Coefficients Beta	t	Sig.
	Unstandardized Coefficients B	Std. Error			
1 (Constant)	14.282	4.926		2.900	.005
Work discipline (X2)	.644	.132	.551	4.892	.000

a. Dependent Variable: Employee Performance (Y)

Based on the test results in the table above, obtained the value of t calculate > t table or (4,892 > 2,004), thus the second hypothesis proposed that there is a significant influence of work discipline on the performance of employees received.

Simultaneous Hypothesis Test (F Test)

Hypothesis testing with F test is used to determine which simultaneous hypothesis is accepted. The third hypothesis there is a significant influence between work motivation and discipline on employee performance.

TABLE 11.
TEST RESULTS HYPOTHESIZED MOTIVATION AND DISCIPLINE OF WORK ON EMPLOYEE PERFORMANCE.

Model	ANOVA ^a				
	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	387.445	2	193.722	31.275	.000 ^b
Residual	334.485	54	6.194		
Total	721.930	56			

Based on the test results in the table above, obtained the value of F calculate > F table or (31.275 > 2.780), thus the third hypothesis proposed that there is a significant influence between motivation and discipline of work on the performance of employees received.

3. 3 Discussion Of Research Results

1. The Influence of Motivation on Employee Performance

Motivation has a significant effect on employee performance with a correlation of 0.689 or has a strong relationship with an influence contribution of 47.5%. Hypothetical testing obtained the value $t > t$ table or (7,052 > 2,004). Thus the first hypothesis proposed that there is a significant influence between motivation to employee performance is accepted.

2. Effect of Work Discipline on Employee Performance

Discipline has a significant effect on employee performance with a correlation of 0.551 or has a moderate relationship with an influence contribution of 30.3%. Hypothetical testing obtained the value $t > t$ table or (4,892 > 2,004). Thus the second hypothesis proposed that there is a significant influence between work discipline on employee performance is accepted.

3. The Influence of Work Motivation and Discipline on Employee Performance

Work motivation and discipline significantly influenced employee performance by obtaining regression equation $Y = 10,258 + 0.428X_1 + 0.332X_2$, correlation value of 0.733 or has a strong relationship with the contribution of influence of 53.7% while the remaining 46.3% is influenced by other factors. Hypothesis testing obtained the value $F > F$ table or (31,275 > 2,780). Thus the third hypothesis proposed that there is a significant influence between motivation and discipline of work on the performance of employees is accepted.

4. Conclusion

Motivation has a significant effect on employee performance with an influence contribution of 47.5%. Hypothetical test obtained t value $>$ t table or $(7,052 > 2,004)$. Discipline has a significant effect on employee performance with an influence contribution of 30.3%. Hypothetical test obtained t value $>$ t table or $(4,892 > 2,004)$. Work motivation and discipline have a significant effect on employee performance with an influence contribution of 53.7% while the remaining 46.3% is influenced by other factors. Hypothetical test obtained value $F >$ F table or $(31,275 > 2,780)$.

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