

# Analysis of the effect of job satisfaction and job

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## **Analysis of the effect of job satisfaction and job motivation on the performance of cleaning officers at the environmental service agency Rokan Hilir district Indonesia**

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**Abstract**--This study aims to analyze job satisfaction, work motivation, and the effect of job satisfaction and work motivation on the performance of cleaning officers at the Rokan Hilir Regency Environmental Service. Job satisfaction is basically an individual thing, each individual has a different level of job satisfaction according to his wishes and the value system he adheres to. Robin and Judge, defines motivation as a process that explains the intensity, direction and persistence of an individual to achieve his goals. This study uses quantitative research methods with sampling using the slovin method on the Sanitation Officer of the Rokan Hilir Regency Environmental Service. 2) Work Motivation has an influence on the Performance of Cleaning Officers at the Environmental Service of Rokan Hilir Regency, (3) Job satisfaction and work motivation simultaneously have an influence on the Performance of Cleaning Officers at the Environmental Service of Rokan Hilir Regency.

**Keywords**---satisfaction, motivation, performance and officer.

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## **Introduction**

In the current era of globalization, the challenges that will be faced by the Indonesian people will be even greater. With the rapid development of science and technology, the competition for human resources is getting tougher and more competitive. One of the things that must be the main concern of the organization is the job satisfaction of its employees, because employees who do not feel comfortable at work, are not appreciated, cannot develop all their potential, automatically employees cannot focus and concentrate fully on their work. . According to Robbins (in Sri, 2021: 67) job satisfaction is an employee's assessment of how satisfied and dissatisfied with work is, a complex summation of a number of discrete/differentiated and separate work elements.

Job satisfaction is basically an individual thing, each individual has a different level of job satisfaction according to his wishes and the value system he adheres to. (Handoko, 2000: 192). The more aspects of the work that are in accordance with the wishes and value system of the individual, the higher the level of satisfaction obtained. Vice versa, the more aspects of the work that are not in accordance with the wishes and value system adopted by the individual, the lower the level of satisfaction obtained. Job satisfaction is an emotional state that is pleasing to how employees perceive their work.

All types of organizations actually need a work system that seriously pays attention to the job satisfaction of its employees. As stated by Handoko (1995: 196) "Employees who do not get job satisfaction will never reach psychological maturity and in turn will become frustrated." Aspects that can shape employee job satisfaction include: individual factors (age, gender, personal attitude towards work), inter-employee relations factors (relationships between managers and employees, social relations between fellow employees, suggestions from coworkers, physical factors and workplace conditions, emotions and work situations) external factors (family circumstances, recreation, education). These aspects provide motivation so that job satisfaction is achieved for employees. And who is obliged to fulfill the achievement of job satisfaction is every organizational leader, because job satisfaction is a factor that is believed to be able to motivate employee morale so that employees can provide the best results for the organization so that organizational performance can be improved.

In addition, job satisfaction also has an important meaning for employee self-actualization. Employees who do not get job satisfaction will not reach psychological maturity. Employees who get good job satisfaction usually have a good record of attendance, work turnover and work performance compared to employees who do not get job satisfaction. Job satisfaction has a very important meaning to provide a conducive situation in the organizational environment. Job satisfaction will be observed because the benefits obtained, both for employees and for the organization, for employees are researched on the causes and sources of job satisfaction, as well as efforts that can increase employee job satisfaction, while for organizations research is carried out to achieve organizational goals. In addition, it will be investigated whether motivation also affects employee performance.

In addition to job satisfaction, organizations must also pay attention to how to maintain and manage employee motivation to work so that it is always high and focused on organizational goals. Maintaining employee motivation is very important because motivation is the driving force for each individual that underlies them to act and do something. People will not do something optimally if they do not have high motivation from within themselves to do it. Robin and Judge (2008:222), define motivation as a process that explains the intensity, direction and persistence of an individual to achieve his goals. From this definition, it can be observed that motivation becomes a very important part that underlies an individual or someone in doing something or achieving certain desired goals.

The problem of motivation in the organization must be taken as a serious concern in its Human Resource Management. Today's modern organizations must make employees as assets, no longer just as mere means of production. For this reason, organizations need to create a conducive condition that can make employees feel comfortable, their needs met, so that it is hoped that their motivation will also be maintained to jointly achieve the organization's vision and mission. Among them can be in the form of facilities provided, adequate level of welfare, clear career path, opportunities for self-actualization, comfort and security at work, old age insurance and others.

In previous research, research conducted by Sanuddin (2016) on employees of PT. Semen Tonasa shows that joint job satisfaction and work motivation have a significant effect on employee performance. However, from the results of the t test, the variable job satisfaction has the most dominant influence when compared to work motivation. Changgriawan (2017) in his research found that employee job satisfaction has a greater influence than work motivation on employee performance. The results of his research are not in accordance with previous research conducted by Wahab (2014) which states that work motivation has a greater influence than job satisfaction on employee performance.

Rokan downstream is one of the oldest district cities, where the first district was established by the Dutch East Indies in Tanah Putih in 1890, and then developed rapidly after being opened by Chinese settlements. From various aspects, the cultural values of the Chinese have also colored the lives of the people in Rokan Hilir, especially in Bagan Prepared-api. Geographical aspects also affect the cleanliness of the downstream Rokan district, especially ready-to-fire materials. The low level of knowledge and awareness of coastal communities causes environmental problems to arise. Coastal settlements are identical to fishing communities and their slums. This hygiene problem occurs because the behavior of the local fishing community is less concerned about the cleanliness of the coastal environment

In Rokan Hilir Regent Regulation Number 51 of 2016 concerning Position, Organizational Structure, Duties, Functions and Work Procedures of the Rokan Hilir Regency Environmental Service, the Rokan Hilir Regency Environmental Service has main duties and functions, one of which is to provide guidance, coordination, control, facilitation and implementation of activities in the field of environmental management and compliance, waste management, Hazardous and

Toxic Waste (B3) and capacity building, pollution control and environmental damage.

To carry out this task, the Environmental Service of Rokan Hilir Regency has a large number of Cleaning Officers, namely 1,783 people. However, with this considerable amount, waste management in Rokan Hilir Regency is still not optimal, as can be seen from the achievement of waste handling in Rokan Hilir Regency in 2020, which is 29.66% and the achievement of handling waste in the Rokan Hilir Regency Capital in 2020 of 55.66%. Waste management based on Rokan Hilir Regent Regulation Number 92 of 2018 is 75% in 2020.

In terms of wages, in 2021 the salary of a cleaning officer at the Rokan Hilir Regency Environmental Service is around Rp. 800,000, - up to Rp. 1,500,000,- depending on the duties and placement of the janitor. For cleaning staff, the working hours are 3 (three) hours per day, where there is a division into 3 work sessions per day, namely session 1 (07.30-10.30 WIB), Session 2 (13.00-16.00 WIB) and Session 3 (22.00-01.00 WIB). WIB). The salary for cleaning staff is not commensurate with the work risks assigned to cleaning staff, including exposure to germs, bacteria and viruses and exposure to chemotherapy drugs, with the level of risk included in high risk (36.6%) (Yuantari & Nadia, 2018). The wage is not more than 50% of the Regional Minimum Wage in Rokan Hilir Regency which is Rp. 2,937,783 ("Central Bureau of Statistics of Riau Province," n.d.) plus the work ties of the cleaning staff are only limited to work contracts. Furthermore, from the amount of garbage that is done by the cleaning staff every day, which has been successfully removed, it has reached six cubic feet per day (source: riauupos..jawapos.com)

From the results of regular meetings on the performance of the cleaning staff held at the Environmental Service Office, several phenomena that often occur are the lack of discipline of the cleaners during working hours (late arrivals or leaving early before working hours run out), there is still garbage that is not segregated/mixed so as to reduce the effectiveness of waste processing at a later stage, and there is still a lot of garbage scattered in certain locations even though there are already responsible cleaners. Then, in 2019, in the assessment of Clean Cities in Riau Province, Rokan Hilir Regency was ranked fifth as Clean Cities in Riau Province. Raising these phenomena, the author intends to research with the title: "Analysis of the Effect of Job Satisfaction and Work Motivation on the Performance of Cleaning Officers at the Environmental Service of Rokan Hilir Regency"

### **Research methods**

The type of research used in this study is quantitative research, that is, research used on large and small populations, but the data studied are data from samples taken from that population, so that relative events, distributions and relationships between sociological and psychological variables are found. (Sugiyono, 1997). The selection of quantitative research is in accordance with the opinion of Creswell (1994) that quantitative research is an investigation of social problems or human problems based on testing a theory consisting of variables, measured by numbers and analyzed by statistical procedures to determine

whether the predictive generalization of the theory that's true. In this context, quantitative research was conducted to see the conditions and relationships between the variables studied. The independent variables in this study are job satisfaction and work motivation, while the dependent variable is the performance of the cleaning staff. This research was conducted with a correlational approach and descriptive method. The correlational method is used to determine the relationship between the independent and dependent variables. While the descriptive survey method is used to describe the condition of each variable as it is.

### **Literature Review**

Various findings resulting from other studies that discuss related issues such as research by Daud Abdussalam, Mohammed Abu Bakar Mawoli (2012) with the title "*Motivation and job performance of academic staff of state universities in Nigeria: the case of Ibrahim Badamasi Babangida University, Lapai, Niger State*". The results of the study indicate that staff motivation can have an impact on the teaching performance of academic staff as well as research performance. However, it was found that motivation had a significant impact on the teaching performance of academic staff but did not have a significant effect on the research performance of academic staff. Implicitly, university lecturers should be adequately motivated to facilitate effective transfer of knowledge to students, raise educational standards and solve the problem of declining educational standards in the country. In addition, staff motivation alone cannot enhance academic research unless it is (i.e. a research project) fully or partially financed by the university.

Another study was conducted by Habib Ahmad, Khursheed Ahmad, Idrees Ali Shah (2010) with the title "*Relationship between job satisfaction, job performance attitude towards work and organizational commitment*". The results showed that an employee's weekly performance was related to job satisfaction which was in accordance with the findings (Bogozzi et al.). The study also explains that employees who have greater organizational commitment perform well and employees who have good attitudes towards work are highly satisfied compared to employees who are less inclined towards their work. The finding that female employees are more satisfied as compared to their male co-workers is also confirmed by (Tasnim et al., 2006) Although the first study in Pakistan had some limitations. One limitation is that only one city in the country was selected for the study due to time constraints which may not represent the entire population well. Further studies in other cities are needed to confirm the results.

Furthermore, research conducted by Emiru Ayalew, Yinager Workineh (2019) with the title "*Job satisfaction and associated factors among nurses in Bahir Dar city administrative, North West Ethiopia, 2017*". The results showed that the job satisfaction of nurses was low in the setting of this study. Modifiable factors such as advancement, recognition and job security increase nurse job satisfaction. Therefore, this study recommends that health care system providers work on improving progress, safety, and recognition in facilities.



Furthermore, research conducted by Marjolein Dieleman, Jurrien Toonen, Hammadasalia Toure, (2006) with the title "*The match between motivation and performance management of health sector workers in Mali*". The results of the study indicate that increased motivation can be achieved by assigning greater responsibility to staff, by making staff accountable, and by improving recognition mechanisms. These gains in motivation, which will ultimately contribute to improved quality of care and accessibility, can be achieved through increased performance management activities that match these motivational factors. For managers, Herzberg's model can be a useful way of thinking about the two types of motivation and to choose the right strategy to deal with it. The formulation of appropriate HR activities, however, must be preceded by identifying which factors motivate health workers in their particular context.

Furthermore, research conducted by Ni Putu Sintya Paramita, Ida Ayu Oka Martini (2020) with the title "Important Indicators in Motivation, Employee Performance, Work Discipline, Service Quality and Job Satisfaction". The results of the study indicate that the influence of motivation on the quality of health services with a path coefficient value of 0.421 and a t-statistic value of 4.225 greater than 1.980 means that there is a significant positive influence of motivation on the quality of health services at UPT Puskesmas Kuta II Badung.

The influence of the motivation variable on job satisfaction with a path coefficient value of -0.030 and a t statistic value of 0.374 which is smaller than 1.980, meaning that there is an insignificant negative influence on motivation on job satisfaction at UPT Puskesmas Kuta II Badung. The path is 0.184 and the t statistic is 1.741, which is smaller than 1.980, meaning that there is an insignificant positive influence on work discipline on the quality of health services at UPT Puskesmas Kuta II Badung. The influence of employee performance on job satisfaction with a path coefficient value of 0.302 and a t-statistic value of 2.915, which is greater than 1.980, meaning that **there is a significant positive effect of employee performance on job satisfaction at UPT Puskesmas Kuta II Badung.** The influence of work discipline on the quality of health services with a path coefficient value of 0.184 and a t-statistic value of 1.741 which is smaller than 1.980, meaning that there is an insignificant positive effect of work discipline on the quality of health services at UPT Puskesmas Kuta II Badung. The effect of work discipline on job satisfaction with a path coefficient value of 0.253 and a t statistic of 2.716 which is greater than 1.980, meaning that **there is a significant positive effect of work discipline on job satisfaction at UPT Puskesmas Kuta II Badung.** The effect of the quality of health services on job satisfaction with a path coefficient value of 0.417 and a t-statistic value of 2.985, which is greater than 1.980, meaning that there is a significant positive influence on the quality of health services on job satisfaction at UPT Puskesmas Kuta II Badung.

## **Results and Discussion**

### **Operational Definition**

To determine the significance of the variables studied in performance, the operational concept is put forward to promote and guide the problem being analyzed. Operational definition according to (Sugiyono, 2012) is the determination of the contract or nature to be studied in such a way that it

becomes a measurable variable. In this study the authors used the independent variable Job Satisfaction (X1) Work Motivation (X2) employee performance (Y). The operational definition of this research variable is as follows

Table 1. Operational Definition

Research Variable	Defenition of Variable	Indicators
(X1) Job satisfaction	Job satisfaction is a form of one's feelings towards his work, work situation and relationships with coworkers	a. Salary/wages b. The work itself c. Career development (job promotion) d. Supervision e. Groups/colleagues
(X2) Work motivation	a process that describes the intensity, direction and persistence of an individual to achieve his goals	a. Work performance b. Awards/recognition c. Responsibility d. Individual Potential Development e. Working environment conditions f. Organizational policy and administration
(Y) Performance	Performance is the result of an employee's work in a certain period that is individual, because each employee has a different level of ability in doing his job duties	a. Quality b. Quantity c. Punctuality d. Cost effectiveness e. Supervision f. Coworker relations

#### Data collection technique

In this study, the researcher used a questionnaire to collect data from the respondents as a technique. Questionnaire is a data collection technique carried out by presenting respondents with a series of questions or written statements (Sugiyono, 2012). A questionnaire that has a Likert scale index is used in this study.

#### Multiple Linear Regression Analysis

In this study, multiple linear regression analysis was used, because this study was conducted to determine the effect of Job Satisfaction (X1) and Work Motivation (X2) on Officer Performance (Y) or it could be said that the Multiple Correlation Test aims to determine the level of closeness of the relationship (simultaneous). between two or more independent variables (X) to the dependent variable (Y). The multiple linear regression equation in this study uses the following formula:



$$Y = a + b_1X_1 + b_2X_2 + e$$

Where:

Y = Dependent variable (Performance)

a = Number constant

b<sub>1</sub>b<sub>2</sub> = Coefficient of line direction

X<sub>1</sub> = Independent Variable (Job Satisfaction)

X<sub>2</sub> = Independent Variable (Work Motivation)

Since the data used in this study is data from the entire population or using a census, a significance test was not carried out. Based on the data on the variables of satisfaction and motivation on performance which were processed using the help of the IBM SPSS Statistic 26 for Windows program, the results of the Multiple Linear regression test were obtained as follows:

Table 2. Coefficients<sup>a</sup>

Model	Unstandardized	Coefficients		Standardized	
		Std. Error	Beta	t	Sig.
1 (Constant)	48,3333	4,479		10,791	,000
Satisfaction	,192	,091	,565	2,103	,038
Motivation	,143	,174	,222	,825	,411

a. Dependent Variable : Performance

The basis for decision making is that it is stated that there is a variable relationship effect if the significance value is <0.05 or t-count > t-table, then it is declared to have no variable effect if the significance value is > 0.05 or t-count < t-table. It is known that the significance value for the influence of the Satisfaction Variable (X<sub>1</sub>) on Performance (Y) is 0.038, where the value is 0.038 < 0.05 and the t-count value is 2.103, where the t-count value is greater than the t-table value 2.103 > 0,1996. Therefore, it can be concluded that there is an influence of the Satisfaction variable (X<sub>1</sub>) on the Performance variable (Y) of the Cleaning Officer of the Environmental Service of Rokan Hilir Regency.

Further testing is known that the significance value for the influence of the motivational variable (X<sub>2</sub>) on the performance variable (Y) is the t-count value of 0.825 > t-table 0.1996. So it can be concluded that there is an influence of the motivation variable (X<sub>2</sub>) on the performance variable (Y).

Table 3. ANOVA<sup>a</sup>

ANOVA <sup>a</sup>					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	1768,302	2		72,432	,000 <sup>b</sup>
Residual	1123,004	92	884,151		
Total	2891,305	94	12,207		

a. Dependent Variable : Performance

b. Predictors: (Constant, Motivation, Satisfaction)

Based on the output above, it is known that the significance value for the effect of satisfaction (X1) and motivation (X2) on performance (Y) simultaneously is 0.000 < 0.05 and the f-count value is 72.432 > f-table 3.09, so it can be concluded that there is an effect of Satisfaction (X1) and Motivation (X2) simultaneously on the Performance (Y) of the Cleaning Officer of the Environmental Service of Rokan Hilir Regency. Overall, based on the calculations, it can be concluded that there is an effect of satisfaction (X1) on performance (Y), there is no influence of motivation (X2) on performance (Y), and satisfaction (X1) and motivation (X2) together or simultaneously affect the Performance (Y) of the Sanitation Officer of the Environmental Service of Rokan Hilir Regency.

### **Coefficient of Determination**

Correlation analysis can be continued by calculating the coefficient of determination. This function is to determine the percentage of the effect of variable X on variable Y. According to Gujarati (2012:172), to see the effect of each independent variable on the dependent variable partially, the calculation is carried out using the following formula:

$$Kd = R_s^2 \times 100\%$$

Where:

Kd = Coefficient of determination

Zero Order = Correlation coefficient

$\beta$  = Coefficient eta

Meanwhile, R is a multiple correlation coefficient which measures the level of relationship between the dependent variable (Y) and all the independent variables that explain it together and its value is always positive. Furthermore, to test the coefficient of determination (adjusted R<sup>2</sup>) is used to measure the proportion or percentage of the dependent variable contribution. The coefficient of determinant ranges from zero to one (0 ≤ R<sup>2</sup> ≤ 1). This means that R<sup>2</sup> = 0 indicates that there is no influence between the independent variables on the dependent variable, if the adjusted R<sup>2</sup> is getting bigger close to 1 then it shows the stronger the influence of the independent variable on the dependent variable and if the adjusted R<sup>2</sup> is getting smaller and even close to zero, it can be said to be getting smaller. also the effect of the independent variable on the dependent variable. The formula for the coefficient of determination is as follows:

$$Kd = r^2 \times 100$$

Information:

Kd = Coefficient of determination

R<sup>2</sup> = Correlation coefficient

Table 4. Coefisien Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,782 <sup>a</sup>	,612	,603	3,494

a. Predictors: (Constant), Motivation, Satisfaction

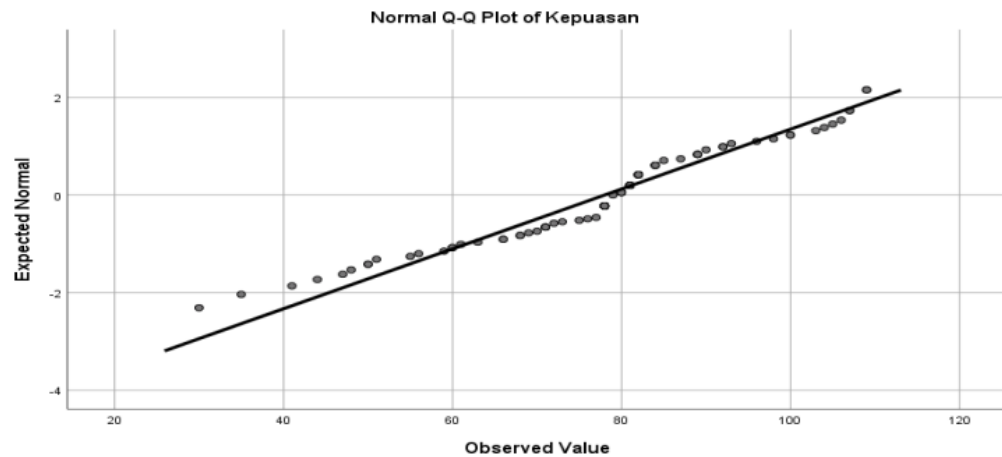
Based on the output above, it is known that the R Square value is 0.612, this means that the influence of the satisfaction variable (X1) and the motivation variable (X2) simultaneously or together on the Performance Variable (Y) is 61.2%.

### Normality test

Normality test of data is carried out to see whether a data is normally distributed or not. The normality test of the data is carried out by looking at the normal probability plot which compares the cumulative distribution of the actual data with the cumulative distribution of the normal distribution. The normal distribution will form a straight diagonal line and plotting data will be compared with the diagonal line. If the data distribution is normal, then the actual data will follow the diagonal line (Ghozali, 2006:63). This test is done by looking at the spread of data (points) on the diagonal axis or graph. If the data spreads around the diagonal line and follows the direction of the diagonal line, the regression model fulfills the assumption of normality. If the data spreads away from the diagonal line and or does not follow the direction of the diagonal line, the regression model does not meet the assumption of normality (Ghozali, 2006:63).

This normality test can be done through graph analysis. which is the easiest way to see the normality of the residuals. By looking at the histogram graph that compares the observation data with a distribution that is close to normal. However, just looking at the histogram can be confusing, especially for a small sample size. Another method that can be used is to look at the normal probability plot which compares the cumulative distribution of the normal distribution. The basis for decision making from normal probability plot analysis is as follows:

- a. If the data spreads around the diagonal line and follows the direction of the diagonal line showing a normal distribution pattern, then the regression model fulfills the assumption of normality.
- b. If the data spreads away from the diagonal line and or does not follow the direction of the diagonal line, it does not show a normal distribution pattern, then the regression model does not meet the assumption of normality.



Based on the data processed by the researcher, which can be seen in the image above, where the data spreads around the diagonal line and follows the direction of the diagonal line, the regression model fulfills the assumption of normality.

### Linearity Test

Regression linearity test is one type of analysis requirements test or statistical assumption test with the type of parametric statistical research. The term linear implies that whether the two data or variables that are connected are in the form of a straight line or linearity can also be interpreted as a linear relationship between variables, meaning that every change that occurs in one variable will be followed by changes with parallel magnitudes in other variables. it needs to be tested for linearity.

The linearity test aims to determine whether two variables have a linear relationship or not significantly. This test is usually used as a prerequisite in correlation analysis or linear regression. Linearity test is done by looking for the equation of the regression line of the independent variable  $x$  to the dependent variable  $y$ . Based on the regression line that has been made, then the correlation of the regression line coefficient and the linearity of the regression line is tested. One of the most frequently used regression analysis techniques is linear regression. Linear regression can be used if the assumption of linearity can be met. If this assumption is not met, then we cannot use linear regression analysis. but we can use nonlinear regression analysis. The assumption of linearity is an assumption that will determine whether the data we have is in accordance with a linear line or not.

Table 5. Linearity Test  
ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kinerja * Motivasi	Between Groups	(Combined)	504,148	14	155,772	1,272	,269
		Linearity	352,971	1	16866,648	13,858	,001
		Deviation from Linearity	151,177	13	107,620	,879	,639
	Within Groups		57,178	80	122,429		
	Total		561,326	94			

Source: Researcher Process

Linearity test serves to determine the relationship between the independent variable and the dependent variable. The basis for making the decision if the Significance Value from Linearity > 0.05 then there is a linear relationship between the independent variable and the dependent variable. If the significance value of deviation from linearity <0.05, then there is no linear relationship between the independent variable and the dependent variable. Based on the significance value of Deviation From Linearity that the researcher got, it was ,639 so it can be concluded that the relationship between the independent and dependent variables has a linear relationship.

### F Test

The F test was used to test the significance of the effect of exogenous variables on endogenous variables simultaneously. The steps taken are (Gujarati, 2003:38):

1. Formulate the Hypothesis (Ha). Ha is accepted: it means that there is a significant effect between exogenous variables on endogenous variables simultaneously.
2. Determine the level of significance that is equal to 0.05 ( $\alpha = 0.05$ )
3. Comparing Fcount with Ftable

The calculated F value can be found using the formula (Gujarati, 2003):

$$F_{hitung} = \frac{R^2/(k-1)}{(1-R^2)/(N-k)}$$

Information :

$R^2$ = Coefficient of Determination

k = Number of regression coefficients

N = Number of Observations

If F count < F table, the exogenous variables together have no effect on the endogenous variables.

If  $F_{count} > F_{table}$ , the exogenous variables simultaneously affect the endogenous variables.

4. Based on Probability. By using the probability value,  $H_a$  will be accepted if the probability is less than 0.05
5. Determining the value of the coefficient of determination, where this coefficient shows how much the exogenous variable in the model used is able to explain the endogenous variable. The coefficient of determination for path analysis is calculated by the formula:

$$R_m^2 = 1 - (1 - R_1^2) (1 - R_2^2)$$

ANNOVA<sup>a</sup>

Model	Sum of Squares	df	Mean Square	F	Sig.
1					
Regression	1768,302	2		72,432	,000 <sup>b</sup>
Residual	1123,004	92	884,151		
Total	2891,305	94	12,207		

a. Dependent Variable : Performance

b. Predictors: (Constant, Motivation, Satisfaction)

It is known that  $f\text{-count } 72.432 > f\text{-table } 3.09$  and a significance value of  $0.000 < 0.05$ , it can be concluded that the Satisfaction variable ( $X_1$ ) and Motivation Variable ( $X_2$ ) have a simultaneous effect on the performance ( $Y$ ) of the Environmental Service Cleaner. Rokan Hilir Regency.

### T test

The t test was used to partially test the significance of the effect of exogenous variables on endogenous variables. Therefore, this t-test is used to test the hypothesis. The testing steps carried out are as follows (Gujarati, 2003:39):

1. Formulate the hypothesis ( $H_a$ ).  $H_a$  is accepted: it means that there is a significant effect between the exogenous variables on the endogenous variables partially.
2. Determine the level of significance ( $\alpha$ ) of 0.05 Comparing  $t_{count}$  with  $t_{table}$
3. The calculated t value can be searched by the formula (Gujarati, 2003):

$$T_{count} = (\text{Regression Coefficient}) / (\text{Standard Deviation})$$

If  $-t_{table} < -t_{count}$  and  $t_{count} < t_{table}$ , individual exogenous variables have no effect on endogenous variables.

If  $t_{count} > t_{table}$  and  $-t_{count} < -t_{table}$ , individual exogenous variables have an effect on endogenous variables.

4. Based on probability.  $H_a$  will be accepted if the probability value is less than 0.05 ( $\alpha$ )
5. Determine which exogenous variables have the most dominant influence on endogenous variables.



Model		Coefficients <sup>a</sup>		Standardized Coefficients Beta	t	Sig.
		Unstandardized Coefficients B	Std. Error			
1	(Constant)	48,333	4,479		10,791	,000
	Kepuasan	,192	,091	,565	2,103	,038
	Motivasi	,143	,174	,222	,825	,411

a. Dependent Variable: Kinerja

It is known that the t-count value is 2.103 > t-table 0.1996 and the significance value is 0.038 < 0.05, so it can be concluded that the satisfaction variable (X1) has a positive effect on performance (Y). Furthermore, it is known that the t-count value is 0.825 > 0.1996 and the significance value is 0.411 > 0.05, so it can be concluded that the motivation variable (X2) does not have a positive effect on the Performance variable (Y).

## Result and Discussion

### The Effect of Job Satisfaction on Employee Performance

The direct effect hypothesis concludes that job satisfaction has a significant effect on employee performance. This is clearly seen with the significance value for the influence of the Satisfaction Variable (X1) on Performance (Y) is 0.038, where the value is 0.038 < 0.05 and the t-count value is 2.103, where the t-count value is greater than the t-value. -Table 2.103 > 0.1996. Therefore, it can be concluded that there is an influence of the Satisfaction variable (X1) on the Performance variable (Y) of the Cleaning Officer of the Environmental Service of Rokan Hilir Regency. This can be seen through the role of the Environmental Agency of Rokan Hilir Regency in providing salaries according to the level of education and in accordance with the abilities and guidance provided on an ongoing basis by the Environmental Service of Rokan Hilir Regency.

### The Effect of Work Motivation on Employee Performance

The direct influence hypothesis concludes that work motivation has an effect of work motivation variable (X2) on the employee performance variable, it can be seen in the influence of the motivation variable (X2) on the performance variable (Y) is the t-count value of 0.825 > t-table 0.1996. So it can be concluded that there is an influence of the motivation variable (X2) on the performance variable (Y). One of these can be seen through the response of the community to feel valued in their work environment.

### The Effect of Job Satisfaction and Work Motivation on Employee Performance

The hypothesis for the effect of job satisfaction and work motivation on the performance of cleaning staff in Rokan Hilir Regency can be seen that based on the significance value for the influence of satisfaction (X1) and motivation (X2) simultaneously on performance (Y) is 0.000 < 0.05 and the f value -count 72.432 > f-table 3.09, so it can be concluded that there is an effect of Satisfaction (X1) and

Motivation (X2) simultaneously on the Performance (Y) of the Cleaning Officer of the Environmental Service of Rokan Hilir Regency.

### **Conclusion**

Based on the data obtained in the study regarding the Effect of Job Satisfaction and Work Motivation on the Performance of Cleanliness Employees at the Environmental Service of Rokan Hilir Regency. Respondents in this study amounted to 95 employees, then it has been analyzed it can be concluded as follows:

1. Job Satisfaction has a positive and significant effect on the Performance of the Cleansing Officer of the Environmental Service of Rokan Hilir Regency.
2. Work motivation has a positive and significant effect on the performance of the cleaning staff of the Environmental Service of Rokan Hilir Regency.
3. Job Satisfaction and Work Motivation together have an influence on the Performance of Cleaning Employees at the Environmental Service of Rokan Hilir Regency.

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