

# THE INTERNATIONAL JOURNAL OF BUSINESS & MANAGEMENT

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**Submission date:** 13-May-2022 10:54AM (UTC+0700)

**Submission ID:** 1835160084

**File name:** Effects\_of\_Motivation,\_Training,\_Social\_Health\_Insurance\_and.pdf (623.77K)

**Word count:** 4205

**Character count:** 22843

# THE INTERNATIONAL JOURNAL OF BUSINESS & MANAGEMENT

## The Effects of Motivation, Training, Social Health Insurance and Work Environment to Employee Performance of Service Section in Traktor Nusantara Branch Surabaya, Indonesia

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### **Abstract:**

*The purpose of this study was to determine the effect of motivation, training, social health insurance and the environment on the performance of employees at the service of PT Traktor Nusantara Surabaya Branch either simultaneously or partially.*

*This study focuses on testing theories through the processing of dependent and independent variables using numbers and data analysis using statistical methods. Population in this research is employee service part PT Traktor Nusantara Surabaya Branch, with sample selection using sample saturated with amount of sample used in this research counted 40 people. The data analysis technique used in the study is multiple linear regression.*

*Based on the results of hypothesis analysis and testing can be summarized as follows: (1) Hypothesis testing simultaneously obtained significance value  $F$  of  $0.000 < \alpha 0.05$ , so that motivation, training, social health insurance and work environment simultaneously significantly affect employee performance; (2) Partial hypothesis testing of motivation significance value of  $0.000$ , training significance value  $0.000$ , social safety significance variable value  $0.000$  and significance value of work environment variable  $0.003 < \alpha 0.05$ , so that motivation, training, social security health and work environment have a significant effect on employee performance.*

**Keywords:** Motivation, training, health social security, work environment and performance

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### **1. Introduction**

In the current era of globalization, competition between business organizations or institutions is getting tighter. To be able to win the competition the company must be able to optimize every factor of its production. In carrying out the production process, a company needs production factors that can help achieve the company's goals. These factors include raw materials, capital and people.

This human factor plays a very important role in the implementation of a production process. Therefore, companies must always pay attention to human resource factors that can determine the success of a company in achieving its objectives. No matter how sophisticated equipment and facilities owned by a company, it still will not be able to achieve the expected results if the equipment and facilities are not operated and used effectively and efficiently by human resources owned by the company.

One way to motivate employees is by giving compensation to employees. This is expected to form a good relationship between employees and the company where employees will think that the company where they work can understand and know their life needs. Work motivation is a mental attitude or condition of a person where the person feels moved to do a job that is charged to him, so that it can affect the ability and ability of employees to work.

Besides motivation, another factor that needs to be considered by the company is training. Training is an effort to improve the quality of abilities related to work ability, thinking and skills and education and training for employees is the most important element with the development of human resources, in order to improve employee work skills and further organizational productivity.

Employee performance is very important to support the achievement of goals, one of the efforts to improve employee performance in addition to providing training is to provide a sense of security for employees and improve the welfare of employees. One form of the company's efforts to provide security and welfare for employees is the existence of social security in the company. There is a risk regarding the dangers that will occur in the company, both the work environment and the technology used to make employees feel uneasy and anxious and even afraid that they are unable to work optimally.

Health social security is health protection provided to improve employee performance so that they can carry out their work as well as possible. Companies need to maintain the health of their employees. This health includes mental health and physical health. Employee health can be disrupted due to illness, stress or accident.

The last factor that is identified influences the performance of employees is the work environment, because it is closely related to the high and low satisfaction of employees, if the work environment is good then it can have a positive influence on employee performance, and vice versa. The work environment in a company is very important for management. Although the work environment does not carry out the production process directly, the work environment has a direct influence on employees in carrying out the production process.

Related to the description above, PT Traktor Nusantara Surabaya branch is engaged in heavy equipment and is one of the largest heavy equipment distributors in Indonesia, continuously and continuously providing motivation, paying attention to the work environment, social security certainty, as well as training for employees so that skills, knowledge, and employee attitudes increase so that each job will be more easily completed on time and on target which will ultimately increase the profitability and performance of the company.

The purpose of this research is to:

- To test the influence of motivation, training, social security of health and work environment partially on the performance of employees of PT Traktor Nusantara Surabaya Service Department.
- Test the effect of motivation, training, social security and work environment simultaneously on the performance of employees of the Surabaya branch of PT Traktor Nusantara Service Department.
- Knowing which of the motivation, training, social health insurance and work environment dominant influence on employee performance Department of Service PT Traktor Nusantara Surabaya branch

## 2. Theoretical

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### 2.1. Motivation

Motivation is basically a process to try to influence someone to do something we want. In other words, motivation is the impulse from the outside of someone to want to implement something. Motivation describes how to encourage employee morale, so that employees want to work with the maximum and provide all the skills and skills to achieve company goals.

### 2.2. Training

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Training is an effort to improve the quality of abilities related to work ability, thinking, skills and education. Training for employees is the most important element with the development of human resources, in order to improve employee work skills and organizational productivity.

### 2.3. Social Security Health

Thabrany (2015: 59) argues that health care insurance is a social insurance program that the guarantee is also provided to family members of employees. Health insurance is a form of protection for the health of employees who are not only generated their work alone (Build, 2012: 297). Health insurance aims to ensure that participants benefit from the protection and maintenance of health in meeting their basic health needs. This is stated in Law no. 40 Year 2004 article 19

### 2.4. Work Environment

The work environment is everything that is around the employee and that can affect him in carrying out the tasks assigned to him (NitiseMITO 2002: 186).

### 2.5. Employee Performance

According to Sinambela (2012: 5) performance is the implementation of a job and the improvement of the work in accordance with its responsibilities so that it can achieve results as expected. According to Marwansyah (2010: 228) performance is the achievement or achievement of a person associated with the tasks assigned to him. Performance can also be interpreted as a combination of work results and competence (how one achieves it).

#### 2.5.1. Conceptual Framework

The model consists of four independent variables, namely work motivation, training, social security, work environment and one dependent variable, namely employee performance.

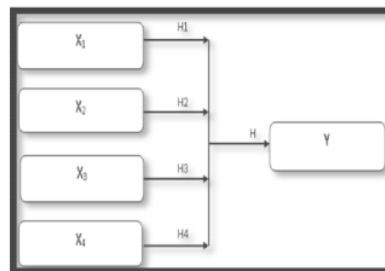


Figure 1

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Caption:

X1: Motivation

X2: Training

X3: Health Social Security

X4: Working Environment

Y: Performance

### 2.5.2. Hypothesis

Based on the above description, it can be described the following hypothesis:

- Motivation, training, social health insurance and work environment partially have a positive effect on the performance of employees of Traktor Nusantara's Surabaya Branch service section.
- Motivation, training, social health insurance and work environment simultaneously affect the employee performance of service part of Traktor Nusantara Surabaya Branch.
- Between motivation, training, social security of health and work environment, motivation has a dominant influence on the performance of employees of the Traktor Nusantara Surabaya branch service section.

## 3. Research Methodology

### 3.1. Types and Data Sources

The type of data used in this study is primary data, i.e. data collected directly from the research subjects. The primary data source in the study was questionnaire. The questionnaire is a data collection technique that is done by giving some statement or written question to the respondent to be answered.

### 3.2. Method of Collecting Data

#### 3.2.1. Documentation

That is data collection techniques that are not directly aimed at the subject of the researcher, but through the documents available at PT Traktor Nusantara Surabaya Branch, while the documents in question are written documents in the form of: Profile of PT Traktor Nusantara Surabaya Branch, Organizational Structure of PT Traktor Nusantara Surabaya Branch, List of employees, etc.

#### 3.2.2. Questionnaire

According to Sugiyono (2012: 192) is a data collection technique that is carried out by giving a set of questions or written statements to respondents to be answered. The questionnaire in question here is a data collection technique in which the researcher asked the employees of PT Traktor Nusantara Surabaya Branch. List of questionnaire questions related to motivation, compensation, and work discipline on the job satisfaction of PT Traktor Nusantara Surabaya Branch.

### 3.3. Sample Determination Method

Population is an area of generalization which consists of: objects or subjects that have certain qualities and characteristics set by researchers to be studied and then drawn conclusions (Sugiyono, 2012: 119). Population in this research is employees of service division PT Traktor Nusantara Surabaya Branch amounted to 40 people.

### 3.4. Operational Definition of Research Variables

- Motivation of work (variable X1) is a condition that has an effect to generate, direct and maintain employee's work behavior. Measured with a 5-point Likert scale.
- Training (variable X2) is a condition that affects the ability and work knowledge of employees. Measured with a 5-point Likert scale.
- Social Security Health (variable X3) is an influential condition that raises and guarantees the employee's sense of security. Measured with a 5-point Likert scale.
- Work Environment (Variable X4) is a condition that externally influences work comfort. Measured with a 5-point Likert scale.
- Employee Performance (Variable Y) is the result of work that in quality and quantity can be achieved by an employee in carrying out tasks according to the responsibilities assigned to him. Diikik with 5-point Likert scale.

### 3.5. Analysis Method

In this research used analytical tools as follows:

- Test Validity and Reliability
- Classic Assumption Test
- Multiple Linear Regression
- Correlation Coefficient (R) and Determination Coefficient (R<sup>2</sup>)
- Hypothesis Testing
- ◆ F test
- ◆ t test

#### 4. Research Result and Discussion

##### 4.1. Description of Respondents

Based on the data that has been collected from respondents, the overall respondents were male and the frequency of the number of respondents based on the age of 40 respondents who became the research sample can be recapitulated as in Table 1.1 below:

Age	Frequency	Percentage
20-30	25	62,5
30-40	10	25
40-55	5	12,5
Total	40	100,0

Table 4.1: Age Identification

Source: Primary Data Processed 2018

Frekuensi StatusBased on Table 1.1 it can be seen that the highest number of respondents working at PT Traktor Nusantara Surabaya Branch is aged 20-30 years with 25 respondents with a percentage of 62.5% , respondents were 30-40 years old as many as 10 people with a percentage of 25% and respondents aged 40-55 as many as 5 people with a percentage of 12.5

Based on the data collected from the respondents, the frequency of the number based on the status of 40 respondents who became the research sample can be recapitulated as in Table 1.2 below:

Status	Frequency	Percentage
Marriage	12	30%
Not Marriage	28	70%
Jumlah	40	100%

Table 4.2: Status Frequency

Source: Primary Data Processed 2018

From Table 1.2 it can be seen that the research respondents based on the most status are unmarried as many as 28 people or 70%, and have married as many as 12 people or 30%. Associated with the status of employees in PT Traktor Nusantara Surabaya Branch is the most unmarried because in recruiting more employees prioritized to unmarried employees as existing in the rules set by management.

##### 4.2. Test Validity and Reliability Test

All statement items on each variable of significant value  $<0.05$  thus stated that all statement items on the questionnaire were declared valid, so that they could be used in research. Cronbach Alpha value variable X1, Variable X2, Variable X3, Variable X4 and Y are above 0,600 which means very reliable. Thus, the data can be used for research.

##### 4.3. Classic Assumption Test

The classical assumption test aims to see whether the assumptions in the regression model have been met or not. If fulfilled then the regression model obtained can be used for estimation means (hypothesis). Where assumptions are tested:

###### 4.3.1. Normality test

From the images obtained it can be seen that the data spread around the diagonal line and follow the direction of the diagonal line, it can be said that the regression model fulfills the normality assumption requirements.

###### 4.3.2. Multicollinearity Test

VIF values are between (+1) - (+10) which means the model is free of symptoms of multicollinearity. The tolerance level produced is also not too low because the VIF value is still far from +10, the VIF value still spreads around +1 so that the created tolerance is still high.

###### 4.3.3. Test Heteroskedasticities

Scatter chart the plot does not form or illustrate a particular pattern, meaning it can be said regression model free from heteroscedasticity

Recapitulation of Multiple Regression Analysis				
Independent Variable	Coefficient Regression	T <sub>count</sub>	Probability (Sig)	Hypothesis
Constanta	2,878			
Motivation (M)	0,429	18,655	0,000	H <sub>0</sub> rejected
Training (P)	0,189	4,238	0,000	H <sub>0</sub> rejected
Insurance (J)	0,133	8,454	0,000	H <sub>0</sub> rejected
Environment(L)	0,182	3,217	0,003	H <sub>0</sub> rejected
R	= 0,969	F <sub>count</sub> = 134,548		
R square	= 0,939	Sig F <sub>count</sub> = 0,000		
Adjusted R square	= 0,887	Alpha (α) = 0,05		
N	= 40			

Table 4.3: Multiple Regression Analysis

- Multiple regression equation  $Y = 2,878 + 0,429 X_1 + 0,189 X_2 + 0,133 X_3 + 0,182 X_4$  which can be interpreted
- Constanta (a) of 3,023 indicates that if before influence of motivation variable, work environment variable, selection variable and training variables = 0, employee performance will be 2,878 units.
- The value of regression coefficient of motivation variable (b1) of 0.429 indicates the direction of positive relationship (direction) between motivation variable with employee performance, this means if the variable of motivation increase by 1 unit then employee performance will also increase equal to 0,429 unit with assumption of training variable, health and constant work environment.
- The value of regression coefficient of training variable (b2) of 0.189 indicates the direction of positive relationship (direction) between motivation variable and employee performance, this means that if the variable of motivation increases by 1 unit then employee performance will also increase by 0.189 units with the assumption of motivation variable, health and constant work environment.
- The value of regression coefficient of health insurance variable (b3) of 0.133 shows the direction of positive relationship (unidirectional) between the motivation variable with employee performance, this means that if the variable of motivation increases by 1 unit then employee performance will also increase by 0.133 units with the assumption of motivation variable, and constant work environment.
- The value of regression coefficient of work environment variable (b4) of 0.182 shows the direction of positive relationship (direction) between motivation variable and employee performance, this means if the variable of motivation increase by 1 unit then employee performance will also increase equal to 0,182 unit with assumption of motivation variable, and constant social health insurance.
- Testing hypotheses using t test found that all variables have a tcount that is smaller than the value of  $\alpha = 0.05$ .
- Testing the hypothesis by using the F test obtained Fcount value of 134.548 with a significant level smaller than the value of  $\alpha = 0.05$ .
- Based on the above table, it can be seen the value of coefficient of determination (R<sup>2</sup>) of 0.939 indicates that the total dependent variation can be explained by the model presented. The independent variables: motivation, training, social security and work environment are able to explain the dependent variable of employee performance of 93.9% while the remaining 6.1% is explained by other variables not included in the research model. This shows that there are still other variables outside the motivation, training, social health insurance and work environment variables that affect employee performance.

#### 4.4. Work Motivation

The results of testing on the hypothesis (H1) to prove that there is influence between motivation on employee performance. Through the results of calculations that have been done obtained t value of 18.655 with the level of significance of results 0.000 is smaller than 0.05, thus H<sub>a</sub> accepted and H<sub>0</sub> rejected. This test statistically proves that motivation has a positive effect on employee performance. It means that there is influence between motivation variable to employee performance in PT Traktor Nusantara Surabaya branch.

Motivation has a significant effect on employee performance at PT Traktor Nusantara Surabaya Branch, this shows that motivation is one of the keys in improving the performance of an employee, but besides Motivation there are still more factors that can drive an employee's performance, these factors can be external factors such as work environment, leadership style and facilities and infrastructure in the work. However, with internal motivation from within and supported by various other external factors, it can be expected to improve employee performance.

#### 4.5. Training

The result of hypothesis testing (H2) has proved that there is influence between training on employee performance. Through the results of calculations that have been carried out obtained t value of 4.328 with a significance level of 0.000 is less than 0.05, which means that the hypothesis in this study accepts H<sub>a</sub> and rejects H<sub>0</sub>. This test statistically proves that training has a positive effect on employee performance. This means that there is an influence between training variables on employee performance in PT Traktor Nusantara Surabaya branch.

The influence of training on employee performance at PT Traktor Nusantara Surabaya Branch because training can help employees learn the abilities, knowledge and skills associated with a job so that employee performance increases.

Organizing training is intended to get workers who have knowledge, good skills, abilities and a good attitude to achieve high productivity, which is able to produce good results.

#### 4.6. Social Security Health

The results of testing on the hypothesis (H3) proves that there is an influence between social health insurance on employee performance. Through the results of calculations that have been carried out, it is obtained that the t count value is 8.454 with a significance level of 0.000 which is smaller than 0.05 which means that the hypothesis in this study  $H_a$  is accepted and  $H_o$  is rejected. This test statistically proves that social health insurance has a significant effect on employee performance. This means that there is an influence between social health insurance variables on employee performance in PT Traktor Nusantara Surabaya branch.

This shows that the existence of social health insurance for employees will make employees feel safe and comfortable in doing the job, so that employees can do the job well. Management of social health insurance within the company is intended to protect employees against the risks and dangers in the corporate environment.

#### 5. Conclusion

The results of research and analysis, it can be concluded:

- Motivation partially affect the performance of employees on the service PT Traktor Nusantara Surabaya Branch. This shows that employees have a high enough work motivation, and with high work motivation is then the performance of employees of course will also increase.
- Training partially affect the performance of employees on the service PT Traktor Nusantara Surabaya Branch. This shows that the company provides training in accordance with the needs of employees so that knowledge and skills of employees will increase. With increased knowledge and skills, employees can certainly improve employee performance.
- Social security of health partially effects on employee performance at service part of PT Traktor Nusantara Surabaya Branch. This indicates that the company has provided protection for every employee by participating in the social health insurance program. With social security health, employees at work will be calm, do not feel worried and just feel protected against the risk of corporate hazards so that employee performance can be optimal.
- Work environment partially affect the performance of employees on the service PT Traktor Nusantara Surabaya Branch. This shows that the company has succeeded in providing a comfortable and conducive working environment whether it is a work environment that is internal and work environment that is external. With the fulfillment of a comfortable and conducive working environment then of course the performance of employees will also increase.
- Motivation, training, social health insurance and work environment simultaneously affect the performance of employees of PT Traktor Nusantara Branch Surabaya. Hal service indicates that these three things need to be prioritized implementation and must be maintained so that employee performance also remain in good condition and stable.
- Motivation proved to be the most dominant influence compared to other variables on employee performance of service part of PT Traktor Nusantara Surabaya Branch. This shows that the improvement of employee motivation should be prioritized to maintain and improve employee performance.

#### 6. Suggestion

Based on the above conclusions, the suggestions can be submitted as follows:

- Implementation of motivation by leaders who have been given to be improved, besides the leadership also still put serious knowledge and attention to the behavior of employees on all the problems of one of them needs is by providing assistance and means to employees who will support the smooth and facilitate the implementation of his work.
- Training should continue to be provided and continuous to every employee, even from the beginning of employee placement in order to face the workings that apply the employee is not surprised and easily adjust themselves. Training provided should also be adjusted to the demands of work to be performed by an employee. For long-time employees, training must also be given to prevent further decline in productivity.
- The provision of social security of health by the management provided so far must be improved, the provision of social security health should also given to the employee's family, and not distinguished between the old and new employees, so that employees feel safe, comfortable and calm in carrying out their obligations as employees.
- A healthy and comfortable working environment and workplace safety is an absolute thing for every employee, so should the various facilities and infrastructure that support the creation of a better working environment must meet.

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