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Influence Motivation Work And Environment Work To Job Satisfaction, Work Discipline And Performance PT employees. Indonesian Railways (Persero) DAOP IX Jember

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Abstract: *In an enterprise, employees hold a very important role in an effort to achieve a goal. As motors activity in the company that this objective could be achieved by both, employees should be encouraged to be more aggressive and better at working. This research attempts to analyze and he knows and proves empirically the influence of direct and indirect work motivation and workplace on the performance of them through work satisfaction and discipline work in PT. Kereta Api Indonesia (Persero) Daop IX Jember. This research can be classified as explanatory research that uses sample technique proportionate sampling. The population research is all employees in PT. Indonesian Railways (Persero) Daop IX Jember totaling 163 min. The samples for every sub population searchable by means of dividing sub population with the number of the population multiplied by large sample members. Total included in this study were 118 employees that the data was undertaken by the spread of the questionnaire to respondents that were employees of PT. Indonesian Railways (Persero) Daop IX Jember. Data mixed using analysis structural equation model using IBM spss amos 20 software. The results of the study this proves that all hypotheses accepted that motivation influences directly or indirectly on work performance through satisfaction and workplace also affected directly or indirectly on performance through employee work discipline .*
Keywords *: motivation, Work Environment, satisfaction, discipline, Performance*

Abstract: In a company, employees play a very important role in its efforts to achieve goals. As drivers of activities within the company so that these goals can be achieved well, employees need to be encouraged to be more active and better at work. This research aims to analyze, find out and empirically prove the direct and indirect influence of work motivation and work environment on employee performance through job satisfaction and work discipline at PT. Kereta Api Indonesia (Persero) Daop IX Jember. This research can be classified as explanatory research *with* a proportional sampling technique. The population of this study is all over employee on PT. Train Fire (Persero) Daop IX Jember Which totaling 163 people. Sampling for each sub-population can be found by dividing the sub-population by the number of population members multiplied by the size of the sample members so that the total sample in this study is 118 employees. Data collection was carried out by distributing questionnaires to respondents, namely PT employees. Indonesian Railways (Persero) Daop IX Jember. The data was processed using *Structural Equation Model* (SEM) analysis with the IBM SPSS AMOS 20 program. The results of this research prove that all hypotheses are accepted, which means that motivation has a direct or indirect effect on performance through job satisfaction and the work environment also has a direct and indirect effect. directly on performance through work discipline.
Say Key : *Motivation, Environment Work, Satisfaction, Discipline, Performance*

INTRODUCTION

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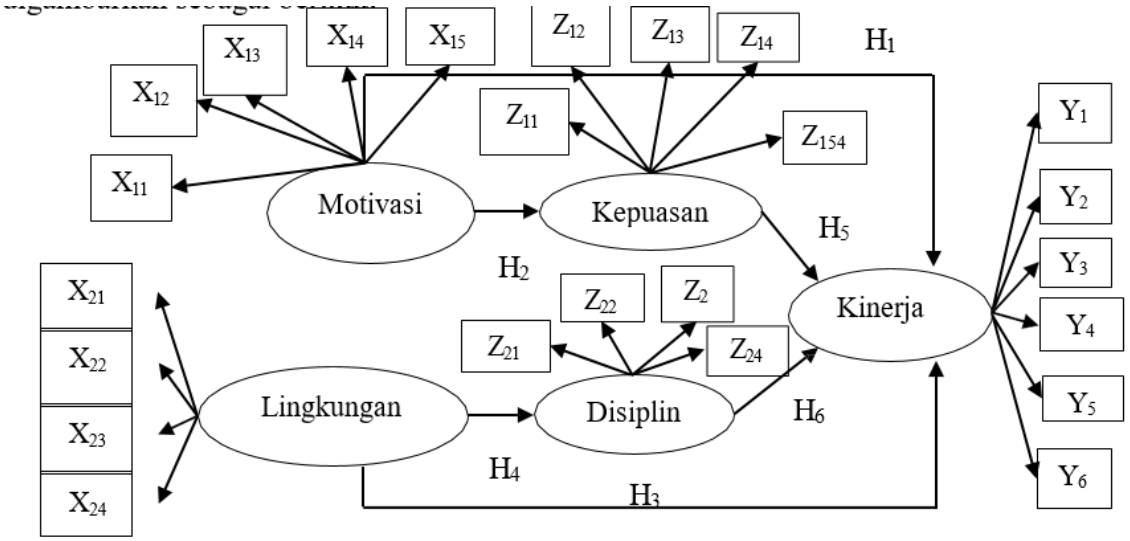
Humans are the factor that determines the success or failure of an organization in carrying out various activities activity in order to reach organization goals. In order for human resources to support the achievement of organizational goals, the organization must utilize these human resources more effectively and efficiently towards improving employee performance. In a company, employees play a very important role in its efforts to achieve goals. As a driver of activities within the company so that these goals can be achieved well, employees need to be encouraged to be more active and better at work. Seeing the importance of humans in achieving company goals, it is necessary to handle human resources separately so that they can work in accordance with what is expected by the company, so that the goals that have been set will be implemented well and according to plan. Employee performance can be shaped by various factors such as work motivation, work environment, job satisfaction, and employee work discipline. Motivation is something that creates enthusiasm or encouragement for work, so that the strength or weakness of employee work motivation also determines it performance because a person's performance depends on the strength of his motives. The existence of work motivation is also needed by employees to increase job satisfaction. Employees who perceive their work motivation positively tend to have high job satisfaction, such as working diligently, maintaining hard work steps, and having behavior that can be controlled by themselves in a better direction. In this way, employee productivity and work results will increase optimally. The condition of the work environment is also needed to improve employee performance because the work environment is a condition both physical and psychological that employees receive when carrying out their work. How to assess that the company has paid attention and support to create a comfortable, conducive and safe environment, so that it can work better, this is a challenge for the company. Work discipline must be possessed by every employee and must be cultivated among employees in order to support the achievement of organizational goals because it is a form of compliance with work rules and also as a form of personal responsibility towards the company. PT. Kereta Api Indonesia (Persero) Daop IX Jember is required to always provide performance best from product service they, so that capable realize train fire as the main choice for using transportation services in Jember. PT employees. Kereta Api Indonesia (Persero), which provides direct services to the public, is required to display high performance. PT. Kereta Api Indonesia (Persero) must improve people or employees according to their work accompanied by conditions that enable them to display high work productivity.

Based on the problem formulation that has been put forward, the objectives of this research are:

1. To analyze and determine the direct and indirect influence of work motivation on employee performance at PT. Indonesian Railways (Persero) Daop IX Jember.
2. To analyze and determine the direct and indirect influence of work motivation on employee job satisfaction at PT. Indonesian Railways (Persero) Daop IX Jember.
3. To analyze and determine the direct and indirect influence of the work environment on employee performance at PT. Indonesian Railways (Persero) Daop IX Jember.
4. To analyze and determine the direct and indirect influence of the work environment on employee work discipline at PT. Indonesian Railways (Persero) Daop IX Jember.
5. To analyze and determine the direct and indirect influence of job satisfaction on employee performance at PT. Indonesian Railways (Persero) Daop IX Jember.
6. To analyze and determine the direct and indirect influence of work discipline on employee performance at PT. Indonesian Railways (Persero) Daop IX Jember.

Framework Conceptual Study

To clarify the implementation of the research, the rationale can be described as follows:



Hypothesis

1. H1 : Work motivation influential significant to performance employee on PT.

Indonesian Railways (Persero) Daop IX Jember.

2. H2: Work motivation has a significant effect on employee job satisfaction at PT. Indonesian Railways (Persero) Daop IX Jember.
3. H3 : Environment Work significant effect on performance employees on PT. Indonesian Railways (Persero) Daop IX Jember.
4. H4: The work environment has a significant effect on employee work discipline at PT. Indonesian Railways (Persero) Daop IX Jember.
5. H5: Job satisfaction has a significant effect on employee performance at PT. Indonesian Railways (Persero) Daop IX Jember.
6. H6: Work discipline has a significant effect on performance employees at PT. Indonesian Railways (Persero) Daop IX Jember.

REVIEW REFERENCES

1. Motivation Work

According to Herzberg in Ilyas (2001), what is meant by motivational factors are things that encourage achievement that are intrinsic in nature, which means they originate from within a person, while what is meant by hygiene or maintenance factors are factors that are extrinsic in nature, which means clean. sources from outside a person, for example from an organization, but also determine a person's behavior in his life in carrying out work. The indicators of work motivation according to Hezberg's theory (in Hasibuan, 2005) that were developed are:

a. Not quite enough answer
b. Performance
c. Opportunity For proceed
d. Confession on performance
e. Work which is challenging

2. Work environment

The work environment means everything that is around employees and that can influence them and carry out their activities (Nitisemito, 2002: 183), where according to

Ahyari (2006: 124) the measurement indicators are:

a. Employee Services: the services provided make employees able to work according to existing procedures and enjoy working
b. Physical Conditions of the Workplace: the condition of the building and office space means that employees are able to work according to existing procedures and enjoy working
c. Employee Social Relations: socializing with colleagues in the office makes employees able to work according to existing procedures and enjoy working
d. Employee Psychological Relationships: good cooperative relationships with colleagues in the office make employees able to work according to existing procedures and be happy Work

3. Satisfaction Work

According to Handoko (2001: 193), what is meant by job satisfaction *is* the emotional state of employees who are pleasant or unpleasant when viewing their work. Job satisfaction reflects a person's feelings towards their work, this can be seen in the employee's positive attitude towards work and everything they encounter in their work environment. According to Luthans (1999: 431) indicators include:

a. Payment wages: compensation Which accepted employee make like And satisfied working
b. Work That Alone: feel suitable with tasks Which carried out in office according to what is expected
c. Colleague Work: feel suitable with tasks Which carried out in office in accordance with what is expected
d. Career development provided: development of work abilities in the office according to what is needed
e. Supervision (Supervision): policy relationships for employees in the office in accordance with what is expected

4. Discipline

According to Nitisemito (2002: 212) discipline can be defined as an attitude, behavior and actions that are in accordance with company regulations, whether written or not.

Indicators include:

a. Obedience to duties: completing assigned tasks in accordance with what the leader orders
b. Work in accordance procedure: finish task Which given in accordance with what procedures and rules apply in the office
c. Approach Which done: effort in socialization regulation And system orderly in office
d. Supervision to task: regulation And system orderly in office enforced strictly and there are sanctions imposed if it is violated

5. Performance

According to Mangkunegara (2006: 9) performance is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. So performance is the result or output of a process. Indicators include:

a. Accuracy in carry out task: business For minimize level errors in completing tasks assigned by the company
b. Completeness and accuracy in carrying out tasks: able to complete work in accordance with standards determined by the company
c. Neatness in carry out task: can reach objective Which recommended by each company completes the work that has been given
d. Attitude And not quite enough answer about work: responsible answer to work that has been given to be completed well and correctly
e. Knowledge of work: strive to understand and master all things related to the work assigned
f. Use time in finish task: try For complete the work according to the time limit determined by the company

METHOD STUDY

Design Study

This research activity was carried out on employees of PT. Indonesian Railways (Persero) Daop IX Jember. This research intends to explain the influence between variables

through hypothesis testing and at the same time explaining several variables, so the design of this research is explanatory research . *research*) which explains the causal relationship between the independent variable and the dependent variable (Sugiyono, 2004: 56).

Population And Sample

The population of this research is all employees at PT. Kereta Api (Persero) Daop IX Jember, totaling 163 people. According to Sugiyono (2005: 78) the sample is part of the number of characteristics possessed by the population. In other words, a sample is a small portion of the population whose characteristics are to be investigated.

Retrieval technique sample used in research This is *proportional sampling* , namely the sampling method is carried out by selecting each sampling unit according to the size of the sampling unit. This method can provide a more reliable basis for generalization than without taking into account the size of the sub population And each sub population. taking sample For every sub The population can be searched by dividing the subpopulation by the number of population members multiplied by the size of the sample members so that the total sample in this study is 118 employees.

Definition Operational And Measurement Variable

1. **Motivation Work (X_1)**

   Work motivation is the provision of driving force that creates enthusiasm in someone so that they want to work together, work effectively and be integrated with every effort to achieve satisfaction. There are five indicators of work motivation, namely: responsibility, achievement, opportunities for advancement, recognition for performance, challenging work.

2. **Environment Work (X_2)**

   Work environment is a work environment which means everything that is around employees and that can influence them and carry out their activities. There are four indicators of the work environment, namely: employee services, physical conditions of the workplace, employee social relations, employee psychological relations.

3. **Satisfaction Work (Z_1)**

   Satisfaction Work that is level of feeling individual well positive or negative aspects

of his job. There are five indicators used in the job satisfaction variable namely: payment salary, job That yourself, partner work, development career given, supervision (supervision).

4. **Discipline Work (Z_2)**

Work discipline is an attitude, behavior and actions that are in accordance with company regulations, whether written or not. There are four indicators used in the work discipline variable, namely: obedience to tasks, working according to procedures, approach taken, supervision of tasks.

5. **Performance employee (Y)**

Performance is the level of individual feelings regarding both positive and negative aspects of their work. Employee performance can be measured through six indicators, namely: accuracy in carrying out tasks, completeness and thoroughness in carrying out tasks, neatness in carrying out tasks, attitude and responsibility regarding work, knowledge about work, use of time in completing tasks.

Instrument Study

Measurement variable free, variable between And variable bound in questionnaire is use Scale Likert (Likert Scale) with scale evaluation (score) 1 up to 5 with the answer choices for each question item being Strongly Agree (SS) given a score of 5, Agree (S) given a score of 4, Neutral (N) given a score of 3, Disagree (TS) is given a score of 2, Strongly Disagree (STS) is given a score of 1.

Technique Collection Data

The data will be taken in this research in the form of primary data while the method collection data done with questionnaire Which given to respondents directly (Sugiyono, 2005: 135). Data Which will taken in study This is form primary data while the data collection method was carried out using a questionnaire given to respondents directly (Sugiyono, 2005:135).

Testing Test Validity And Reliability Instrument

Validity shows the extent to which the measuring tool measures what is measured (Singarimbun and Efendi, 2005). According to Sugiyono (2004: 137), research results are

valid if there are similarities between the data collected and the data that actually occurs on the object under study. Validity testing of data aims to determine the extent of the validity of the data obtained from distributing questionnaires, which can be done by calculating the correlation between each question and the total observation score.

For base taking decision according to Santoso (2004) mentioned:

1. If r results positive, as well as r results > r table, so variable the Valid.

2. If r results positive, and results < r table, so variable is valid. So
if r results > r table but is double negative, Ho will still be rejected.

Test validity done with use analysis factor confirmatory (*confirmatory factor analysis*) on each latent variable. Indicators of a variable are said to be valid if they have a significant *loading factor* > 0.5 at (α = 5%). A research instrument is said to be uni-dimensionally valid if it has *goodness* values *of fit index* (GFI)
> 0.90.

Reliability is an index that shows the extent to which a measuring instrument is trustworthy and reliable. Reliability refers to an understanding that an instrument can be trusted to be used as a data collector because of the instrument that's good. Expression Which say that the instrument must Reliable actually means that the instrument is good enough to be able to reveal reliable data (Arikunto, 2006).

Reliability testing is carried out to determine the internal consistency of the indicators of a construct which shows the degree to which each indicator is identifying a general latent construct or factor, or in other words how specific things help each other explain a general phenomenon.

Technique Analysis Data And Testing Hypothesis

In data processing calculations, researchers used tools in the form of computer application programs, namely the IBM SPSS AMOS 20 program and used *Structural Equation Model* (SEM) analysis.

RESULTS ANALYSIS DATA

Description Characteristics Respondent

These characteristics will be described according to gender, age, highest level of education and period Work employee. Population this research are all employees at PT.

Kereta Api (Persero) Daop IX Jember, totaling 163 people. Sampling For each subpopulation, it can be searched by dividing the subpopulation by the number of population members multiplied by the size of the sample members so that the total sample in this study is 118 employees. Characteristics of respondents in this study include :

1. Most of the age of employee respondents at PT. Kereta Api (Persero) Daop IX Jember in this study were aged 18-over 54 years with the largest number of respondents aged 18-44 years, namely 60 people (50.85%).
2. Most of the educational levels of employee respondents at PT. Kereta Api (Persero) Daop IX Jember had the highest number of respondents, namely D3 graduate qualifications of 42 people (35.59%).
3. Most of the gender of employee respondents at PT. Kereta Api (Persero) Daop IX Jember were male employee respondents compared to the number of female employee respondents, where the number of male employee respondents was 82 people (69.49%).

Results Testing Hypothesis

1. Hypothesis 1: Work motivation influences employee performance at PT. Indonesian Railways (Persero) Daop IX Jember.
2. Hypothesis 2 : Motivation Work influential to satisfaction Work employee on PT. Indonesian Railways (Persero) Daop IX Jember.
3. Hypothesis 3: The work environment influences employee performance at PT. Indonesian Railways (Persero) Daop IX Jember.
4. Hypothesis 4 : The work environment influences employee work discipline at PT. Indonesian Railways (Persero) Daop IX Jember.
5. Hypothesis 5 : Job satisfaction matters on employee performance at PT. Indonesian Railways (Persero) Daop IX Jember.
6. Hypothesis 6 : Work discipline has a significant effect on employee performance at PT. Indonesian Railways (Persero) Daop IX Jember.

DISCUSSION

1. Influence Motivation Work (X_1) To Performance Employee (Y)

The results of the research show that work motivation has a significant effect on the performance of employees at PT Kereta Api Indonesia (Persero) Daop IX Jember, so that the

hypothesis which states that work motivation has an effect on employee performance at PT Kereta Api Indonesia (Persero) Daop IX Jember is proven to be correct or H1 is accepted. These results are supported by respondents' perceptions which show that the majority of respondents strongly agree about the work motivation variable in the performance recognition indicator as much as 40.8%, meaning that employees of PT Kereta Api Indonesia (Persero) Daop IX Jember are of the opinion that the company motivates its employees by providing opportunities. for employees to develop their potential to be more advanced and receive recognition from superiors so that employees feel challenged to complete their duties well.

2. Influence Motivation Work (X_1) To Satisfaction Work (Z1)

The results of the research show that work motivation has a significant effect on employee job satisfaction at PT Kereta Api Indonesia (Persero) Daop IX Jember, so that the hypothesis which states that work motivation has an effect on employee job satisfaction at PT Kereta Api Indonesia (Persero) Daop IX Jember is proven true or H2 accepted. These results are supported by the respondents' perceptions which show that the majority of respondents strongly agree about the job satisfaction variable in the supervisory indicator as much as 41.9%, meaning that the supervision (supervision) of PT Kereta Api Indonesia (Persero) Daop IX Jember has an important role in management such as related with employees directly and influence employees in carrying out their work so that employees can carry out their duties and responsibilities they answer well in accordance with the procedures provided by the company, and the company issues policies, one of which is in the form of *rewards* for employees who excel.

3. Influence Environment Work (X_2) To Performance Employee (Y)

The results of the research show that the work environment has a significant effect on the performance of PT Kereta Api Indonesia (Persero) Daop IX Jember employees, so the hypothesis states that the work environment has an effect on performance employees at PT Kereta Api Indonesia (Persero) Daop IX Jember are proven correct or H3 is accepted. Results This supported by perception respondents Which show that Most of the respondents strongly agreed about the work environment variable in employee service indicators as much as 38.8%, meaning that PT Kereta Api Indonesia (Persero) Daop IX Jember pays attention to programs related to employee welfare, recreation and entertainment, health facilities for employees. For companies, employee services are carried out with good intentions so that employees are able to increase their work productivity, especially for

female employees and employees who have a fairly high educational background.

4. Influence Environment Work (X2) To Discipline Work Employee (Z2)

The results of the research show that the work environment has a significant effect on the work discipline of employees at PT Kereta Api Indonesia (Persero) Daop IX Jember, so that the hypothesis which states that the work environment influences the work discipline of employees at PT Kereta Api Indonesia (Persero) Daop IX Jember is proven to be true or H4 accepted. These results are supported by the respondents' perceptions which show that the majority of respondents strongly agree about the work environment variable in employee service indicators as much as 38.8%, meaning that PT Kereta Api Indonesia (Persero) Daop IX Jember provides services in the context of handling employees' disciplinary attitudes and character based on gender, age and educational background. The company also builds a more comfortable and safe workplace, establishes better employee collaborative relationships so that self-awareness arises in faithfully carrying out their duties.

5. Influence Satisfaction Work (Z_1) To Performance Employee (Y)

The research results show that job satisfaction has a significant effect on the performance of PT Kereta Api Indonesia (Persero) Daop IX Jember employees, so that the hypothesis which states that job satisfaction influences employee performance at PT Kereta Api Indonesia (Persero) Daop IX Jember is proven correct or H5 is accepted. These results are supported by respondents' perceptions which show that the majority of respondents strongly agree about the job satisfaction variable in the supervision indicator as much as 41.9%, meaning that employees of PT Kereta Api Indonesia (Persero) Daop IX Jember like to have fair, open, and willing to work together with subordinates so that if there are problems regarding work tasks they can be resolved well and can make employees satisfied because employees feel compatible.

6. Influence Discipline Work (Z2) To Performance Employee (Y)

The results of the research show that work discipline has a significant effect on the performance of employees at PT Kereta Api Indonesia (Persero) Daop IX Jember, so that the hypothesis which states that work discipline has an effect on employee performance at PT Kereta Api Indonesia (Persero) Daop IX Jember is proven true or H6 is accepted. Results This supported by perception respondents Which show that part Most of the respondents strongly agreed about the work discipline variable in the indicator of obedience to tasks as much as 48%, meaning that the level of discipline of PT Kereta Api Indonesia (Persero)

Daop IX Jember employees increased where employees were increasingly able to complete the tasks given are in accordance with what the leadership has ordered, employees are increasingly able to complete tasks in accordance with the procedures and rules that apply in the office and field, employees increasingly obey the rules and regulations voluntarily and without coercion at work. Rules and regulations in the office will improve employee performance if they are enforced more strictly and the sanctions are more severe if they are violated.

CONCLUSION AND SUGGESTION

1. Conclusion

a. Motivation Work significant effect and positive towards performance employee on PT. Indonesian Railways (Persero) Daop IX Jember.
b. Work motivation has a significant and positive effect on employee job satisfaction at PT. Indonesian Railways (Persero) Daop IX Jember.
c. The work environment has a significant and positive effect on employee performance at PT. Indonesian Railways (Persero) Daop IX Jember.
d. The work environment has a significant and positive effect on employee work discipline at PT. Indonesian Railways (Persero) Daop IX Jember.
e. Job satisfaction has a significant and positive effect on employee performance at PT. Indonesian Railways (Persero) Daop IX Jember.
f. Work discipline has a significant and positive effect on employee performance at PT. Indonesian Railways (Persero) Daop IX Jember.

2. Suggestion

a. For Leader PT Train Fire Indonesia (Persero) Daop IX Jember

1) Companies must provide more opportunities for employees to develop their potential so that they can motivate employees to progress.
2) Companies must pay more attention to developing work abilities in the office according to what employees need so that the career development provided by the company can increase employee satisfaction.
3) There needs to be an approach taken by the company in efforts to socialize rules and regulations.

b. For para employee PT Train Fire Indonesia (Persero) Daop IX Jember

1) Social environmental conditions in the workplace need to be considered so that employees themselves can adapt and work comfortably without any pressure from colleagues or colleagues superior. Employee must maximizing connection Work between employees because employee relationships are very determining in producing performance by mutually appreciating work results, sharing ideas, and respecting each other.
2) Employee must try For arrange time so that can complete the work according to the time limit given by the company.

c. For researcher furthermore

1) There is addition variable along with the measurement if required.
2) Can do study This with use variables other namely compensation and work morale to determine the effect on performance.

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