THE EFFECT OF COMPENSATION, MOTIVATION, AND WORK SATISFACTION ON OJEK ONLINE DRIVER PERFORMANCE IN SURABAYA

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ABSTRACT

The purpose of this study is to analyze the Influence of Compensation, Motivation, and Job Satisfaction on the Performance of Surabaya Regional Ojek Drivers Online. With a sample of 100 respondents. This research is quantitative and data collection through questionnaires and observations. Data analysis used is validity test, reliability test, classic assumption test, and multiple linear analysis test. The results showed that the Influence of the Effect of Compensation, Motivation, and Job Satisfaction on the Performance of Surabaya Regional Ojek Drivers on positive and significant results. The f test results were known at $214,590 > f$ table 17,354 simultaneously. Partially compensation amounted to .211 t table 3,985 Significant effect on motivation of .119 t table of 2.689 has a significant effect on employee performance and job satisfaction of .253 t table 4.194 has a significant effect on employee performance.

Keywords: Compensation, Motivation, Satisfaction, Employee Performance.

INTRODUCTION

Go-Jek is an Indonesian transportation company that serves human and goods transportation through motorcycle taxi services. This company was founded in 2011 in Jakarta by Nadiem Makarim. Nadiem Makarim is known to have worked at a McKinsey & Company company a well-known consultant in Jakarta and spent three years working there. Also known that he once worked as a Co-Founder and Managing Editor at Zalora Indonesia and later became Chief Innovation officer of my card. Armed with a wealth of experience while working, Nadiem Makarim then ventured to quit his job and founded the Go-Jek company in 2011. GO-JEK activities are based on three core values: speed, innovation and social impact. GO-JEK drivers say that their income has increased since joining as a partner, they also get health and accident benefits, and get access to more customers through our application. GO-JEK has officially operated in 25 major cities in Indonesia, including Medan, Batam, Palembang, Pekanbaru, Jambi, Padang, Bandar Lampung, Greater Jakarta, Bandung, Sukabumi, Yogyakarta, Semarang, Solo, Surabaya, Gresik, Malang, Sidoarjo, Balikpapan, Samarinda, Pontianak, Banjarmasin, Manado, Makassar, Denpasar, and Mataram. Go-Jek can be ordered through the Go-Jek App which can be downloaded via the Play Store or App store. In the first 1 month this application has reached 150 thousand downloads, with a rating of 4.4 out of 5 stars. The payment also has 2 ways, namely cash or using Go-Jek Credit (Go-Pay). Go-Jek Credit is a GO-Jek payment method that is made cashless and can be used to pay for all services.

Literature Review**Compensation**

According to Mutiara S. Panggabean (2004: 75) Definition of Compensation According to Mutiara S. Panggabean Is Every Form of Award Provided by Employees as Service for Contributions They Give to Organizational

Motivation

Returns According to Djamarah (2002: 34) Defining Motivation as Energy Change In One Who Is Marked By The Appearance Of Feeling And Is Preceded By A Response To The Purpose. Changes in Energy in Someone That Are in the Form of a Real Activity in the Form of Physical Activity. Because Someone Has Specific Objectives And Activities, So A Person Has Strong Motivation To Achieve It With All The Efforts That He Can Do To Achieve Distribution.

Job satisfaction

According to Susilo Martoyo (1992: 115) Definition of job satisfaction according to Susilo Martoyo is one of the psychological aspects that reflect a person's feelings for his work, he will feel satisfied with the compatibility between abilities, skills and expectations with the work he faces.

Employee performance

Anwar Prabu Mangkunegara (2009: 67) Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

Reliability and Validity Test Methods

Definition of validity according to Azwar (1987: 173) is the extent to which the accuracy and accuracy of a measuring instrument (test) in performing its measuring function. A test is said to have high validity if the tool performs the measuring function appropriately or gives a measurement result that is appropriate for the purpose of the measurement.

Understanding reliability according to Sugiono (2005) a series of measurements or a series of measuring instruments that have consistency if the measurements made with the measuring instrument are carried out repeatedly. Test reliability, which is the level of consistency of a test, is the extent to which tests can be trusted to produce consistent scores, relatively unchanged even when tested in different situations.

Multiple Regression Analysis

This method is used to find out how much influence the independent variables (Organizational Culture, Policy, Job Satisfaction on Employee Performance dependent variables). Multiple linear regression models are used:

$$Y' = a + b_1X_1 + b_2X_2 + \dots + b_nX_n$$

Description :

Y = Dependent variable (predicted value)

X₁ and X₂ = Independent variable

a = constant (Y value 'if X₁, X₂ X_n = 0)

b = Regression coefficient (value of increase or decrease)

Source: 3 Sugiono (2005)

Conceptual Framework

Figure 1. Conceptual Framework

Hypothesis

H1: There is a partial compensation effect on the performance of online motorcycle taxi drivers in the Surabaya area.

H2: There is a partial effect of motivation on the performance of online motorcycle taxi drivers in Surabaya.

H3: There is a partial effect of Job Satisfaction on the performance of Surabaya motorcycle taxi drivers.

H4: There is an influence of compensation, motivation and job satisfaction simultaneously on the performance of Surabaya motorcycle taxi drivers.

METHODOLOGY

Types of

Research This study uses primary data. Primary data is the source of research data obtained directly from the original source not through intermediary media

Data Source

Data will be obtained from the results of filling out questionnaires regarding compensation, motivation and job satisfaction on Employee Performance filled by online motorcycle taxi drivers in Surabaya

RESULTS AND DISCUSSION

Reliability and Validity

Based on research, the value of alpha cronbach compensation is 0.801, motivation is 0.735, job satisfaction is 0.803, and employee performance is 0.791, which means that it is above the acceptance limit of 0.6. Based on the research value of the correlation index for the relationship between the independent variables (compensation, motivation, and job satisfaction) and the dependent variable (employee performance) greater than 0.165 from the r table and below the significant level of 0.05, the results of validity tests of all items indicate positive result, therefore, the data is considered valid.

Results of Multiple Linear Regression

Table 1. Multiple Linear Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	3.911	1.716		2.279	.025
Total Compensation	.211	.053	.330	3.985	.000
Total Motivation	.119	.044	.225	2.689	.008
Total satisfaction	.253	.060	.353	4.194	.000

a. Dependent Variable: Total performance

1. Retrieved constant Y value of 3.911 means that the value of online motorcycle taxi driver performance Surabaya (Y) equal to 3.911 unit if it is assumed that the compensation (X1), motivation (X2), job satisfaction (X3) then the performance of the Surabaya online motorcycle taxi driver (Y) is 0 means that if the value of the independent variable 0 then the dependent or dependent variable will be 3.911.
2. Value of compensation coefficient (X1) Compensation coefficient value (X1) of 0.211, if the performance of Surabaya online motorcycle taxi drivers increases compensation (X1) then it will increase the performance of Surabaya online motorcycle taxi drivers (Y) by 0, 0.211 units. Assuming the value of the other independent variables is zero.
3. The value of the motivation coefficient (X2) The value of the motivation coefficient (X2) is 0.119, if the performance of Surabaya's online motorcycle taxi drivers increases motivation (X2) it will increase the performance of motorcycle taxi drivers Surabaya (Y) equal to 0.119 units. Assuming the value of the other independent variables is zero.
4. Job satisfaction coefficient value (X3) Job satisfaction coefficient (X3) is 0.253, if the performance of Surabaya motorcycle taxi drivers increases job satisfaction (X3) then it will increase the performance of Surabaya online motorcycle taxi drivers (Y) by 0.253 units. Assuming the value of the other independent variables equal to zero.

Results of R Square

Calculation Results The coefficient of determination (R²)

Table 2. Result of R Square

Summary Model ^b					
Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.593 ^a	.352	.331	1.20388	1.537

a. Predictors: (Constant), Total satisfaction, Total compensation, Total motivation.

b. Dependent Variable: Total performance

From the results of calculations using the SPSS version 18 program, it can be seen that the value of R Square = 0.352 shows the magnitude of the influence of compensation variable (X1), motivation (X2), and Job Satisfaction (X3), on Employee Performance (Y) is 35.2%. It

means that there are still influences of other variables of 64.8% that affect work performance but are not examined in this study.

Classical Assumption

Table 3. Classical Assumption

Variabel	Collinearity Statistics		Keterangan
	Toleranc	VIF	
Compensaion(X ₁)	0,983	1,017	Free multicoliarity
Motivation(X ₂)	0,965	1,037	Free multicoliarity
satisfaction (X ₃)	0,952	1,050	Free multicoliarity

Based on Table 4.18 it can be seen that the regression model is not experiencing multicollinearity disorders. This can be seen in the value tolerance of each independent variable greater than 0.1. The VIF calculation results also show that the VIF value of each independent variable is less than 10. So it can be concluded that there is no multicollinearity between independent variables in the regression model. Heteroscedasticity (Scatterplot and Glejser).

Heteroskedacti

Figure 2. Heteroskedactivity
Source: SPSS Output Data

Table 4.
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients		t	Sig.
		B	Std. Error	Beta			
1	(Constant)	-2,113	,998			-2,118	,037
	Total compensation	,075	,038	,260		1,998	,049
	Total motivation	,015	,061	,037		,253	,801
	Total satisfaction	,030	,054	,069		,559	,577

a. Dependent Variable: absres

Based on heteroscedasticity test results using glejser test, that the significant value (sig) for the compensation variable (X₁) is 0.037 motivation (X₂) motivation 0.049 and satisfaction 0.801. Because the value of the three variables is greater than 0.05, according to the basis of decision making in the glejser test, that is heteroscedasticity free in the regression model.

Normality

Normal P-P Plot of Regression Standardized Residual

Figure 3. Data Normality

Based on the Above Graph Shows That All Existing Data Are Normal Distributions, Because All Data Spreads Forming Diagonal Straight Lines Such Data Meets Normal Assumptions Or Follow Normality Lines.

F-Test

Table 5.
F ANOVA Test Calculation Results^b

ANOVA ^b						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	75.456	3	25.152	17.354	.000 ^a
	Residual	139.134	96	1.449		
	Total	214.590	99			

a. Predictors: (Constant), Total satisfaction, total motivation, Total compensation

b. Dependent Variable: total performance

F test calculation results obtained results F count 17,354 greater F Table 2.70 with a sign level of 0,000 smaller (α) 0.05, because the probability is smaller 0.05 then H_a is accepted, meaning the variable reward, punishment and simultaneous communication with the performance of fashion division employees at PT. MitraAdi Perkasa Tbk Surabaya. Thus the fourth hypothesis "There is an influence of compensation, motivation and job satisfaction simultaneously on the performance of Surabaya online motorcycle taxi drivers" proved to be empirical truth.

T-Coefficients

Table 6. T-Coefficients

		Coefficients ^a		Standardized Coefficients		Sig.
		Unstandardized Coefficients		Beta	t	
Model		B	Std. Error			
1	(Constant)	3.911	1.716		2.279	.025
	Total compensation	.211	.053	.330	3.985	.000
	Total motivation	.119	.044	.225	2.689	.008
	Total satisfaction	.253	.060	.353	4.194	.000

a. Dependent Variable: total performance

CONCLUSION

Based on the analysis that has been carried out, the following conclusions can be drawn:

1. The results of this study are obtained from the SPSS calculation based on t test, compensation variable has a significant effect on the performance of Surabaya online motorcycle taxi drivers where the value is significantly smaller than 0.05 which is 0,000. This shows that the results of a hypothetical analysis which "partially compensates significantly has a significant effect on the performance of Surabaya motorcycle taxi drivers" are proven to be true.
2. The motivation variable has a significant effect partially on the performance of Surabaya online motorcycle taxi drivers where the value is significantly smaller than 0.05, which is 0.008. This shows that the results of the second hypothesis analysis "motivation partially has a significant effect on the performance of Surabaya motorcycle taxi drivers" proved the truth.
3. Communication variables have a significant effect partially on the performance of Surabaya online motorcycle taxi drivers where significant values are smaller than 0.05, which is 0,000. This shows that the results of the third hypothesis analysis "communication partially has a significant effect on the performance of Surabaya motorcycle taxi drivers" proved to be true.
4. The results of this study were obtained from SPSS calculations based on F test, Fcountobtained for motivation 17,354 and greater satisfaction from Fthetablesimultaneous2.70. effect It means that Ho is significantly rejected and towards Hi is accepted, to variable compensation performance, Surabaya online motorcycle taxi drivers (Y). This shows that the third hypothesis which reads "compensation, motivation and job satisfaction simultaneously have a significant effect on the performance of Surabaya motorcycle taxi drivers" empirically proved the truth.

Suggestions

Suggestions that can be given include improving employee performance:

1. The company must pay attention to compensation to prevent the injustice of Surabaya's online motorcycle taxi drivers in receiving compensation from the company ...
2. Future researchers are expected to enter and adding other variables as independent variables, so that further research that will be carried out will be able to find out other variables that greatly affect the performance of Surabaya motorcycle taxi drivers. This is important because from the results of the research that the authors did, it turns out that the independent variable studied

consisting of compensation, motivation and job satisfaction was only able to predict 33.1% of the performance of Surabaya's online motorcycle taxi drivers.

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