

THE INFLUENCE OF WORK MOTIVATION, WORK ETHOS, AND WORK DISCIPLINE ON EMPLOYEE PERFORMANCE AT ASSALAAM HYPERMARKET

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Keyword

Work Motivation, Work Ethos, Work Discipline, Employee Performance

Abstract

Employee performance is something that is very influential for the success and progress of the company. Thus, companies must be able to pay attention to what factors influence the performance of these employees. This study aims to determine the effect of work motivation, work ethos, and work discipline on employee performance at Assalaam Hypermarket. The research method used is quantitative with a descriptive correlational design. Thus, the researchers will use questionnaires related to work motivation, work ethos, work discipline, and employee performance. Furthermore, the researchers used a Likert Scale to measure the results of the data. The results of the research show that there is a positive and significant effect of work motivation, work ethos, and work discipline on the employee performance at Assalam Hypermarket.

INTRODUCTION

Employee performance is the key to the success of a company. Good employee performance will certainly be directly proportional to satisfactory results. Conversely, if the performance of employees at the company is bad, it will also have a negative impact on the company. According to Moeherton (2014), employee performance is an illustration of the level of achievement of implementing an activity program in realizing the goals, vision and mission of an organization or company. Indicators for measuring employee performance include, (1) quality of work produced by employees; (2) quantity; (3) time; (4) work relationship; and (5) initiatives. Therefore, it is very important for companies to pay attention to the performance of their employees. Companies must be able to pay attention to what factors affect employee performance and how to manage them if they want to develop quickly and achieve targets. Different employee work patterns are certainly a challenge for the company. Many factors often trigger problems related to employee performance, including; work motivation, ethos, level of discipline, communication, salary and incentives, work environment, work productivity, conflict between employees and superiors and others. However, work motivation is something that must be considered.

Work motivation is something that can cause enthusiasm or encouragement to work individually or in groups towards work in order to achieve goals (Mochtar et al., 2021). Employees who have high work motivation will certainly work optimally. Meanwhile, if employees have low motivation, their performance will also decrease. According to Afandi (in Irawati et al., 2022) things that affect work motivation are; (1) The necessities of life, which include food, drink, housing, air, and so on. (2) Future needs, where by working a calm, harmonious and optimistic atmosphere will be created. (3) The need for self-esteem. (4) The need for recognition of work performance. Then, the ethos factor is no less important, according to (Darodjat 2015), work ethos is a series of positive behaviors and foundations that trigger

employee motivation. The indicator to measure work ethos are; (1) Employee's attitude, (2) someone's feelings, (3) willingness of employees in carrying out their work, and (4) seriousness of employees at work. Employees who have a good work ethos will certainly have a high level of discipline, enthusiasm, and work productivity as well. If employees do not have a work ethos, it will be difficult for the company to develop because of decreased employee performance. In addition to the above, the low level of employee discipline is often a classic problem that greatly affects the operations of a company.

Employees can be said to have a high level of discipline if the employee has a sense of responsibility for the tasks assigned and can complete them on time. According to Patmarina et al. (2012), work discipline is an attitude of obedience to company rules or regulations. This is in line with Robbins (in Amri, 2022) work discipline is an attitude and behavior that is carried out voluntarily with full awareness and willingness to follow the rules that have been determined jointly both in writing and unwritten. Indicators to measure employee work discipline include; (1) Attendance, (2) obedience to work regulations, and (3) obedience to work standards. With a low level of discipline, it will hinder employees completing their tasks. Thus, it will have a negative impact on the company's development in achieving targets or goals. Seeing this phenomenon, companies often provide real time or punishment to improve employee discipline. Thus, the more employees have a high level of discipline, the higher the level of employee productivity and performance.

From the background above, researchers interest conducting the research entitled "The Influence of Work Motivation, Work Ethos, and Work Discipline on Employee Performance at Assalaam Hypermarket." The objectives of this research are to find out (1) whether there is an effect of work motivation on the performance of Assalaam Hypermarket employees; (2) whether there is an effect of work ethic on the performance of Assalaam Hypermarket employees; (3) whether there is an effect of work discipline on the performance of Assalaam Hypermarket employees; and (4) whether there is an effect of work motivation, work ethic, and work discipline on the performance of Assalaam Hypermarket employees. In conducting this research, researchers used several references from previous researchers, including; Rusfiana & Zulfiani (2022); Usuh et al. (2020); Sukardi & Raharjo (2020); Gofar & Nurlinda (2021); Utama et al., (2017); Sipahelut et al. (2021); Irawati et al. (2022); Afriana (2017); Suryandharu et al. (2019); Mahardika et al. (2020), and Arta (2014). The novelty of this research lies in the different research subjects and research variables. Most previous researchers conducted research on employee motivation and performance. Researchers hope this research can be a reference for companies in managing employee performance.

METHOD

This type of research is a correlational quantitative research. According to Sugiyono (2015: 7) quantitative methods are used to process data in the form of numbers and the analysis uses statistics. Then, according to Arikunto (2013) correlation research aims to determine the level of relationship between two or more variables, without making changes, additions or manipulation of existing data. Data from the research results collected will be analyzed using SPSS to answer the problem formulation and hypotheses in this study. This research aims to determine whether there is a positive and significant effect of variable X (motivation, ethos, and work discipline) on variable Y (employee performance). This research was conducted at Assalaam Hypermarket which is the best consumer goods retail/ distribution company to meet the needs of the wider community which is managed in an Islamic and professional manner.

The population in this research were all employees at Assalam Hypermarket, totaling 210 people. Then from this population, researchers only took 50 respondents as a research sample. Sampling in this study using simple random sampling technique. This sampling method is done by selecting randomly from the entire population. The researchers chose this technique because of the relatively large population. In order to collect the data, researchers used questionnaires as

the instrument which included, strongly agree (5), agree (4), neutral (3), disagree (2), and strongly disagree (1). After the instrument is valid and reliable.

The distribution (of the r table) for $N = 50$ respondents, with significance ($\alpha = 0.05$) and the degree of deliberation ($dk = N - 2$) is 0,2787. The researchers concluded that the items of work motivation (X1) are valid because $r_{\text{result}} (0,414 \text{ until } 0,534) > r_{\text{table}} (0,2787)$. Then, the items of work ethos (X2) are valid because $r_{\text{result}} (0,333 - 0,735) > r_{\text{table}} (0,2787)$. Moreover, the items of work discipline (X3) are valid because $r_{\text{result}} (0,760 - 0,935) > r_{\text{table}} (0,2787)$. And the items of employee performance (Y) are valid because $r_{\text{result}} (0,579 - 0,804) > r_{\text{table}} (0,2787)$. Thus, the variable is reliable if the Cronbach Alfa $> 0,60$. The Cronbach Alfa of work motivation (X1) is 0.699, work ethos (X2) is 0.743, work discipline (X3) is 0.802, and employee performance (Y) is 0.767. Therefore, all variables are reliable, because the result of Cronbach Alfa $> 0,60$. The researchers performed data analysis using classical assumption test techniques (tests for normality, linearity, multicollinearity, and heteroscedasticity), multiple linear regression tests, and hypothesis testing (t-test, f-test, and coefficient of determination).

RESULTS

This research was conducted at Assalam Hypermarket. 50 respondents were involved in this study which consist of 66 percent of respondents were male and 34 percent were female. The characteristics of the respondents in this study when viewed from age, 2 percent are less than 20 years old, 24 percent are 20 to 25 years old, 28 percent are 26 to 30 years old, 10 percent are 31 to 35 years old, and 36 percent are over 35 years old. Thus, when viewed from the level of education, 74 percent of high school graduates, 6 percent of diplomas, and 20 percent of undergraduates. Then based on length of work, 4 percent is less than 1 year, 20 percent is between 1 to 2 years, 26 percent is between 3 to 4 years, and 50 percent is more than 5 years. The results of the statistical description of the data in this research are as follows

a) Descriptive Statistics

The first variable is work motivation which consists of the necessities of life, future needs, the need for self-esteem, and the need for recognition of work performance. The result shows that the mean of all indicators is 4,03 and the standard deviation is 0.59. Therefore, the motivation of the respondents in work is high. The highest mean is future needs which is 4,20. The lowest is the need for self-esteem which is 3,91. The second is work ethos, the indicator to measure work ethos are employee's attitude, someone's feelings, willingness of employees in carrying out their work, and seriousness of employees at work. The result shows that the mean of all indicators is 4,10 and the standard deviation is 0.61. Therefore, the ethos of respondents in work is very high. The highest mean is someone's feelings which is 4,39. The lowest is willingness of employees in carrying out their work which is 3,73. The third variable is work discipline which consists of attendance, obedience to work regulations, and obedience to work standards. The result shows that the mean of all indicators is 4,34 and the standard deviation is 0,59. Therefore, the discipline of the respondents in work is very high. The highest mean is obedience to work standards which is 4,40. The lowest is attendance which is 4,25. The fourth variable is employee performance which consists of quality of work produced by employees, quantity, time, work relationship, and initiatives. The result shows that the mean of all indicators is 3,96 and the standard deviation is 0,59. Therefore, the employee performance in work is high. The highest mean is work relationship which is 4,12. The lowest is time which is 3,61.

b) Data analysis results

Normality test is used to find out the normal distribution of the data. In this research, normality testing uses Kolmogorov-Smirnov test and P-P plot. The significance result from Kolmogorov-Smirnov test is 0.200 more than 0,05 ($>0,05$). Therefore, the researcher concludes that the data are in normal distribution. Therefore, the description of normality testing using P-P plot graph can be seen in figure 1 as below.

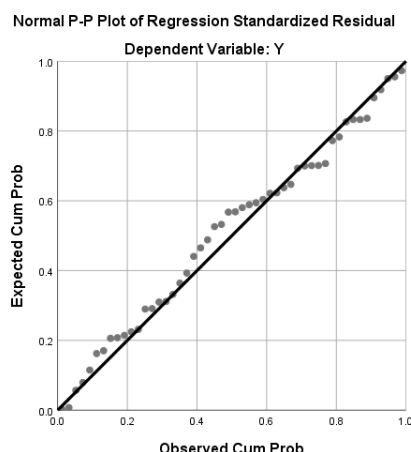


Figure 1. P-Plot

Based on the figure 1 above, the researchers concluded that the data sequence are not sloped left or right, they are spread along the line. It means that the data are in normal distribution. The linearity result shows that the probability value of all variables is work motivation (X1) which is 0,86, work ethos (X2) which is 0,14, and work discipline (X3) which is 0.212. All probability values of variables are more than 0,05 (>0,05). Therefore, the researcher concludes that the data is linear. Therefore, the result of multicollinearity can be seen from tolerance value and variance inflation factor (VIF). The tolerance value of variable work motivation (X1) is 0,70, work ethos (X2) is 0,44, and work discipline (X3) is 0,48, which is all tolerance value > 0,10. The VIF value of work motivation (X1) is 1.42, work ethos (X2) is 2,23, and work discipline (X3) is 2,04, which is all VIF value < 10. Thus, the researchers concluded that the independent variables do not have a serious multicollinearity problem with the other independent variables. Then, the signification result of all variables is work motivation (X1) which is 0,10, work ethos (X2) which is 0.52 and work discipline (X3) which is 0,09. All probability values of variables are more than 0,05 (>0,05). Therefore, the researcher concluded that there is no heteroscedasticity on the regression model.

Multiple regression is used to know the contribution of the work motivation (X1), work ethos (X2), and work discipline (X3) toward employee performance (Y). The result of multiple regression can be seen on the table 1 as below.

Table 1. The Result of Multiple Regression

Coefficients ^a								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	9.387	4.828		1.944	.058		
	X1	.475	.136	.294	3.483	.001	.704	1.420
	X2	.637	.161	.418	3.951	.000	.447	2.239
	X3	.493	.156	.320	3.157	.003	.488	2.048

a. Dependent Variable: Y

Based on the table above, the result of regression coefficients for independent variables are: work motivation (X1) is 0.47, work ethos (X2) is 0.63, and work discipline (X3) is 0.49. The constant value of the regression is 9.387 Therefore, the formation of multiple regression is $Y = 9.387 + 0.47X1 + 0.63X2 + 0.49X3$. It means that: If the variable work motivation, work ethos, and work discipline are 0, employee performance will be 9.456. Thus, if work

motivation increases 1 point, then employee performance will increase 0,47 point. Therefore, if work ethos increases 1 point, then employee performance will increase 0,63 point. And if work discipline increases 1 point, then employee performance will increase 0.49 point.

Based on the table 1, the t test showed that the t result of work motivation (X1) is 3,483, which is more than t table (>1,677) with signification 0,001 which is less than 0,05. Therefore, Ho is denied and Ha is accepted. It means that the hypothesis (H1) of “there is a positive and significant effect of work motivation on employee performance at Assalam Hypermarket” is accepted. The t result of work ethos (X2) is 3,951, which is more than t table (>1,677) with signification 0,000 which is less than 0,05. Thus, Ho is denied and Ha is accepted. It means that the hypothesis (H2) of “there is a positive and significant effect of work ethos on employee performance at Assalam Hypermarket” is accepted. And the t result of work discipline (X3) is 3,157, which is more than t table (>1,677) with signification 0,003 which is less than 0,05. Therefore, Ho is denied and Ha is accepted. It means that the hypothesis (H3) of “there is a positive and significant effect of work discipline on employee performance at Assalam Hypermarket” is accepted.

After from t test, the reseachers used f test to know the effect of work motivation (X1), work ethos (X2), and work discipline (X3) on employee performance (Y). The result of f-test can be seen on the table 2 as below.

Table 1 The Result of F Test

ANOVA ^a						
	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	779.835	3	259.945	51.235	.000 ^b
	Residual	233.385	46	5.074		
	Total	1013.220	49			
a. Dependent Variable: Y						
b. Predictors: (Constant), X3, X1, X2						

Based on the table above, the result of f test is 51,235 which more than f table (>2.80). The significant is 0.000 which is less than 0,05. Therefore, the researcher concludes that Ho is denied and Ha is accepted. This means that the hypothesis (H4) that “there is a positive and significant effect of work motivation, work ethos, and work discipline on the employee performance at Assalam Hypermarket” is accepted. Finally, the result of R square is 0.77, it means that the contribution value of all independent variables such as work motivation (X1), work ethos (X2), work discipline (X3) toward employee performance (Y) as the dependent variable is 77% and the other 23% are affected by other factors which are not discussed in this research.

DISCUSSION

Based on the results of the data analysis above, the researcher concluded that motivation also influences employee performance. Motivation is an inner desire someone who causes people it performs the action. Someone often takes action for something to achieve a goal. From the research results, employees are motivated to work because they want to meet their needs in the future. This is in line with the results of the questionnaire, the most influential indicator is motivation to meet future needs. The desire to meet future needs is the motivation of most respondents. By working, they can save money and don't have to worry about their future. This result in line with Mahardika et al. (2020) that the motivation of the employees starts from needs, wants and drives to act to achieve their need or goal. Thus, if employee motivation to meet future needs is getting stronger, then their performance will also increase. Overall, the motivation of the respondents is high which is 4.03. Therefore, it affects the performance of employees. That is

appropriate with the results of previous research from Eka (2018) that motivation is a partially positive and significant effect on employee performance. The results of this study are also consistent with Raharjo (2020) that motivation is a thing which causes, employees to work actively and enthusiastically.

The results of the data analysis above also show that work ethos has a significant effect on employee performance. The ethos of the employees is very high which is 4,10. Employees who have a high work ethos can certainly complete their work well. This study supports research that carried out by Usoh et al. (2020) that a good work ethos will increase employee performance and work can be completed properly. From the research results, the highest mean is someone's feelings which is 4,39. Employees who have motivation will certainly feel happy when working. And the happy feeling of an employee will make him do his job well. This is appropriate with Amri (2022) that employee have a good work ethos will show an attitude, character as well confidence in work. Therefore, employees who have a high work ethos will feel happy when they work. This is reflected in his behavior, like working hard, being fair, don't waste time during work, the desire to give more than just what is required, willing to cooperate, respect for colleagues, and so on

From the results of data analysis, it is also known that the discipline of the respondents in work is very high. Respondents felt that complying with regulations such as working hours and rest hours was important. If the respondent's level of discipline is high, then his performance will also be more effective. Thus, the more disciplined employees in work, it will improve performance. This is appropriate with Wahid (2019) that work discipline positively and significantly influence the performance. The highest indicator is obedience to work standards which is 4,40. Obedience to work standards helps employees understand what is expected of them and what will happen if they break the rules. Thus, the company environment will be more stable and employees will feel safe to come to work. This is in line with Afriana (2017) that high work discipline reflects the high sense employee responsibilities towards their work. It is encouraging passion for work and enthusiasm for work.

The results of the data analysis above also show that the result of f test is 51,235 which more than f table (>2.80). The significant is 0.000 which is less than 0,05. This means that the hypothesis (H4) that "there is a positive and significant effect of work motivation, work ethos, and work discipline on the employee performance at Assalam Hypermarket" is accepted. Motivation is very important because employee performance will increase if there is motivation. Employees who are motivated will certainly also have a high work ethos so that they will produce good performance as well. Employees who have a high work ethos will certainly have a commitment to the company. Therefore, they will be more disciplined. With high work discipline, employee performance will also increase and can help achieve the targets set by the company.

CONCLUSION

In this research, the reseachers concluded that there is a positive and significant effect of work motivation, work ethos, and work discipline on the employee performance at Assalam Hypermarket. Because the results of this research show that motivation influences employee performance, providing direct motivation through briefings, providing spiritual encouragement, and giving bonuses or rewards to employees who excel or achieve targets can be done so that they are more motivated at work. Meanwhile, work ethos can be improved through providing adequate wages, creating a comfortable working atmosphere, providing appropriate facilities for employees so that their performance is maximum. And then employee work discipline can be established by providing reasonable rules, or holding training and motivational seminars. The limitation of this research is that it only discusses three variables that influence employee performance. In fact, there are still many factors that influence employee performance such as wages, facilities, career path.

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