Effect of Motivation to Employee Performance which was Mediated by Work Satisfaction in PT Smailing Tour Denpasar

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Abstract:
This study aims is to test and analyze the influence of motivation on employee performance mediated by job satisfaction. This research was conducted at PT Smailing Tour Denpasar with population and research sample of all permanent employees that is 90 people. All data obtained from the kuisoner distribution is feasible to be used, then analyzed using a variance based structural equation model known as Partial Least Square (PLS) analysis. The result of the research shows that (1) the motivation has positive and significant effect on the employee's performance, (2) the motivation has positive and significant effect on the job satisfaction, (3) the job satisfaction has positive and significant effect to the employee's performance; (4) the motivation has positive and significant effect on employee performance through job satisfaction. The implication of this research is that motivation can be improved by taking into account the need for workplace environment to improve employee performance, job satisfaction can be improved by paying attention to the work itself in order to increase employee performance. Employee performance can be improved by taking into account the effectiveness of employees.

Keywrods: Motivation, Job Satisfaction, and Employee Performance

I. Introduction:
The organization is a consciously coordinated social unit with a reactive boundary that can be identified, working continuously to achieve its goals (Robbins, 2006). Organizational implementation needs to be supported by management such as planning, organizing, personnel, direction, and supervision (Robbins, 2001). A good organization is an organization that seeks to improve the capabilities of its human resources. Human resources is a central position in the organization and perusahaan.Per require existence of potential human resources factors both leaders and employees on the pattern of duties and supervision which is the determinant of achieving corporate goals. 

Achievement of company productivity is largely determined by employee performance. According Marwansyah (2010) employee performance is the result or performance of
employees who are assessed in terms of quality and quantity based on work standards determined by the organization. Good performance is the optimal performance, that is, performance that conforms to the organization's standards and supports the achievement of organizational goals. Increased employee performance will bring progress for the company to survive in an unstable business environment competition. Therefore, efforts to improve employee performance are the most serious management challenges, as the success to achieve the company's goals depends on the quality of the human resources performance therein (Septiadi & Yuesti, 2018).

Job satisfaction is a pleasant emotional attitude and loves her job. This attitude is reflected by work morale, discipline and work performance. Job satisfaction is enjoyed in work, out of work and in combination between the two (Hasibuan, 2006). According Martoyo (2000) the problem of job satisfaction will be accomplished and fulfilled if some affecting variables support once. The variables are the motivation and corporate culture. Factors that affect job satisfaction can arise from employee motivation and corporate culture itself (Koesmono, 2005). As the meaning of motivation is the provision of motion that creates the passion of one's work so that they want to cooperate, work effectively and integrated with all its efforts to achieve satisfaction (Hasibuan, 2008). Providing appropriate motivation according to the needs of employees will provide opportunities for the organization in support of achieving.

Employees who have low work motivation usually have a record of poor attendance, in this case defined the frequency of employees to absent which resulted in the absenteeism of employees in this company to be tinggi. Untuk know the level of employee absentee can be seen in Table 1 as follows:

### Table 1 Employee List Year 2014 and 2015:

<table>
<thead>
<tr>
<th>Period</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Sick</td>
<td>Off work</td>
</tr>
<tr>
<td>Quartely I</td>
<td>6</td>
<td>8</td>
</tr>
<tr>
<td>Quartely II</td>
<td>12</td>
<td>14</td>
</tr>
<tr>
<td>Quartely III</td>
<td>5</td>
<td>17</td>
</tr>
<tr>
<td>Total</td>
<td>23</td>
<td>39</td>
</tr>
</tbody>
</table>

Source: HRD PT Smailing Tour, 2014 and 2015

Table 1 shows that employee absenteeism rate in 2014 is quite high, the number of employees are sick as many as 23 people, employees who take leave as many as 39 people, employees with permission as many as 34 people and employees who take maternity leave as much as 2 people. By 2015 the employee absenteeism rate is higher compared to 2014, the number of sick employee increased by 37 people, the employees who leave for 46 people, the employee with the permission of 49 people and the employee who is maternity leave is 1 person. With the increase in employee
absenteeism, this is a problem in the company so the company can not optimize the performance of employees in achieving company goals.

In addition to high levels of absenteeism, employees also commit violations such as coming late. The high rate came late in 2014 by 14.3% and 2015 by 16.3%, which should be the policy of management up to 10%. The following is a table of disciplinary offenses between 2014 and 2015 at PT Smailing Tour Denpasar.

**Table 2 List of Employee Discrimination Offenses Year 2014 and 2015**

<table>
<thead>
<tr>
<th>Period</th>
<th>Come Late Employee on 2014</th>
<th>Come Late Employee on 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>Percentage</td>
</tr>
<tr>
<td>Quartely I</td>
<td>14 Employees</td>
<td>14 %</td>
</tr>
<tr>
<td>Quartely II</td>
<td>16 Employees</td>
<td>16 %</td>
</tr>
<tr>
<td>Quartely III</td>
<td>13 Employees</td>
<td>13 %</td>
</tr>
<tr>
<td>Total</td>
<td>43 Employees</td>
<td>14 %</td>
</tr>
</tbody>
</table>

Source: HRD PT Smailing Tour, 2014 and 2015

Based on the explanation in Table 2 above, the study focused on analyzing the level of employee performance declining from the year 2014 to 2015 with indications of the number of violations of rules that have been established the company and many other problems that arise between employees. The goal is with the strong motivation of the leadership is expected kinerjakarwanwan can be improved again.

Here are some of the results of research related to the motivation, satisfaction and performance variables can be mentioned as follows: In a study conducted by Nugroho (2014) found that motivation has an effect on job satisfaction. Further research conducted by Primary (2012) found that motivation has no effect on job satisfaction and performance. In addition, research conducted by Arianto (2004) found that motivation and job satisfaction together affect the performance. In research conducted by Helmy (2010) found that motivation has no effect on job satisfaction, motivation effect on performance, satisfaction and research conducted by Rifky (2009) found that motivation affect the performance, performance does not affect the satisfaction. Further research conducted by Rosmiyati (2014) found that motivation has no effect on performance.

In connection with the problems and research gaps of previous researchers, the authors are interested to conduct a research entitled Influence Motivation on Employee Performance mediated by Job Satisfaction at PT Smailing Tour Denpasar.

Based on this background, this study was conducted to examine the influence of motivation on employee performance mediated by job satisfaction at PT Smailing Tour Denpasar. Because it can be formulated research problems as follows:

1. Does motivation have effect to employee performance?
2. Does motivation have effect to job satisfaction?
3. Does job satisfaction have effect to employees performance?
4. Does motivation have effect to employee performance mediated by job satisfaction?
II. LITERATURE

The Motivational Theory of Achievement of Mc. Clelland

Another important concept of motivational theory based on the power that exists in the human being is the motivation of achievement according to Mc Clelland a person is considered to have if he has the desire to perform better than others in many Mc situations. Clelland reinforces the three needs according to Reksohadiprojo and Handoko (1996: 85), namely:

1. The need for achievement is reflected in the desire to take on a personally accountable task for his deeds. He determines a reasonable goal to take risk into account and he tries to do something creatively and innovatively.
2. Needs affiliation, this need is addressed by the friendly.
3. The need for power, this need is reflected in someone who wants to have influence over others, he is sensitive to the structure of interpersonal influences and he tries to control others by regulating his behavior and impressing others, and always maintaining his reputation and position.

Job Satisfaction:

Leaders of a company need to pay more attention to the problem of employee job satisfaction. This is because with less satisfied employees will give a big enough impact for the company, especially in achieving corporate goals.

According to Robbins and Judge (2008: 99) job satisfaction is a positive feeling about one's work which is the result of evaluation of its characteristics. Meanwhile David and Newstorm (2008: 105) say that job satisfaction is a set of employee feelings about the fun or the employment of employees.

According to Handoko (2014: 193) job satisfaction is a pleasant or unpleasant emotional state of how employees perceive their work. Job satisfaction reflects one's feelings toward one's work. While according to Umar (2008: 213) states that job satisfaction is a feeling and an assessment of a job, especially about the conditions of work, in relation to whether his work is able to meet expectations, needs, and desires. Noe et al. (2011) defines job satisfaction as a feeling of joy as a result of the perception that one's job satisfies or enables the fulfillment of important work values for that person. This definition reflects three important aspects, namely:

1. Job satisfaction is a function of value that is defined as what a person wants to get both conscious and unconscious.
2. Various employees have different views about the values that are important and very influential on the determination of the nature and degree of their satisfaction.
3. Individual perception may not be a fully accurate reflection of reality, and different people may view the same situation differently.

Performance:

Performance is the result or success rate of a person as a whole over a certain period of time in carrying out the task compared to possible possibilities, such as predetermined standards of work, targets or targets or predetermined criteria (Rivai and Basri, 2005: 14). According to Irawan (2000: 588) performance is the result of concrete work, can be observed and can be measured so that performance is the result of work achieved by employees in the implementation of tasks based on the size and time specified.

According Hasibuan (2007: 160) performance is a result of work achieved by a person in carrying out his duties on business skills and opportunities. Meanwhile, Mangkunegara (2007: 9) states that performance or performance is the work that can be achieved by an employee in performing its duties in accordance with the responsibilities given to it, then Mathis and Jackson (2002: 78) argued that the performance of employees is basically what employed or not performed by employees that affect how much they contribute to the organization.
including the quantity, quality and duration of output, attendance at work. So, it can be concluded that the performance is the work achieved by a person in carrying out tasks or jobs charged to him.

Conceptual Framework and Hypothesis

![Conceptual Framework](image)

**Figure 1 Conceptual Framework**

**Research Hypothesis**

H1: Motivation has a positive effect on job satisfaction.

H2: Motivation has a positive effect on employee performance.

H3: Job satisfaction has a positive effect on employee performance.

H4: Motivation has a positive influence on employee performance through job satisfaction.

**III. Method:**

This research was conducted at PT Smailing Tour Denpasar, located at Jalan Bypass Ngurah Rai, No.145 Sanur Bali. The population used is all permanent employees of 90 people. The sample selection method used in this study is nonprobability sampling method with sampling technique saturated sampling (census), where all members of the population are sampled. Data collection techniques used in this study is to use questionnaires. Inferential analysis techniques are used to test the empirical models and hypotheses proposed in this study. The analytical technique used is a structural equation model (SEM) based on variance or component based SEM, known as Partial Least Square (PLS). PLS is a powerful analytical method, because it does not assume the data should use a certain scale measurement, is used on small sample quantities (30-50 units or <100 units), and can also be used to confirm theories (Ghozali, 2008; Hair et al. 2010).

**IV. Result and Discussion:**

1. **Assessing the Outer Model or Measurement Model:**

There are three criteria in using data analysis techniques with SmartPLS to evaluate outer models of Convergent Validity, Discriminant Validity, and Composite Reliability.

   a. **Convergent validity:**

Convergent Validity of measurement model with reflexive indicator is judged by correlation between item score or component score estimate with PLS Software. The individual reflexive size is said to be high if it correlates more than 0.70 with the measured variable. However, according to Chin (1998) in Ghozali (2008) for the initial stage of the scale measurement of loading values of 0.5 to 0.6 is considered sufficient. In this research will be used the limit factor of loading factor is 0.5. The results of the processing using PLS can be seen in Table 16 below, where the value of model outer or correlation between variables with other variables have met the convergent validity because overall it has a value factor loading above 0.50.
In the evaluation of motivation variable (X1), the tenth indicator has bigger outer loading value 0.50, and T-Statistic above 1.96. These results indicate that a reasonable wage / salary (X1.1); incentives (X1.2); maintaining self-esteem (X1.3); spiritual needs (X1.4); the need for participation (X1.5); placing employees in a suitable place (X1.6); sense of security in the future (X1.7); workplace environment (X1.8); chance to move forward (X1.9); healthy competition (X1.10); is a valid indicator in reflecting the motivation variable (X1). Other information indicates that the workplace environment (X1.8) is the strongest indicator that reflects the motivation with the outer loading value of 0.720. These results provide a hint that comfort in the workplace environment has a very important role in the conception of employee motivation in work.

In the result of evaluation of job satisfaction variable (Y1), it appears that all four indicators have outer loading value above 0.50 and T-Statistic which is far above 1.96. These results suggest that promotional opportunities (Y1.1); supervision (Y1.2); co-workers (Y1.3); and the work itself...
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(Y1.4); is a valid indicator as a measure of job satisfaction variable (Y1). Other information indicates that the work factor itself (Y1.4) is the strongest indicator that reflects job satisfaction with outer loading value of 0.907. This result signifies the conception that the employee is satisfied in working by loving his or her own work. In the evaluation of employee performance variables (Y2) shows the six indicators have an outer loading value greater than 0.5 and T-Statistic well above 1.96. These results provide clues that the quality of work (Y2.1); quantity of work (Y2.2); timeliness (Y2.3); work effectiveness (Y2.4); independence (Y2.5); and work commitment (Y2.6); is a valid indicator as a measure of employee performance (Y2). Furthermore, the effectiveness of work (Y2.4) is the strongest indicator that reflects the employee performance with outer loading value 0.809. This result suggests that effectiveness in work is a key factor in conception in achieving employee work.

b. Discriminant validity:

Discriminant validity is performed to ensure that each concept of each latent variable is different from that of the other variables. The model is said to have good discriminant validity if each value loading indicator of a latent variable has a loading value greater than the loading value if correlated with other latent variables. Discriminant validity test results can be presented in table 4 below.

<table>
<thead>
<tr>
<th>Variable</th>
<th>AVE</th>
<th>√ AVE</th>
<th>CORRELATION</th>
<th>X1</th>
<th>Y1</th>
<th>Y2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motivation (X1)</td>
<td>0.387</td>
<td>0.622</td>
<td>1000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job Satisfaction (Y1)</td>
<td>0.630</td>
<td>0.793</td>
<td>0.832</td>
<td>1000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee Performance (Y2)</td>
<td>0.491</td>
<td>0.700</td>
<td>0.759</td>
<td>0.787</td>
<td>1000</td>
<td></td>
</tr>
</tbody>
</table>

The information obtained in Table 17 shows that all variables have an AVE value above 0.5. In addition, all variables have an AVE root value higher than the correlation coefficient between one variable with other variables. Thus, the data obtained indicate discriminant validity is good enough.

5. Composite Reliability:

Aims to evaluate the reliability value between the indicator blocks of the constructs that make up it. Composite reliability results are said to be good if it has a value above 0.70. The value of composite reliability in the measurement model can be presented in Table 5 below.

<table>
<thead>
<tr>
<th>Variable</th>
<th>Composite Reliability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motivation (X1)</td>
<td>0.862</td>
</tr>
<tr>
<td>Job Satisfaction (Y1)</td>
<td>0.868</td>
</tr>
<tr>
<td>Employee Performance (Y2)</td>
<td>0.851</td>
</tr>
</tbody>
</table>

From Table 5 above, it appears that the composite reliability of the three latent variables has been above 0.70 so it can be said that the reliable indicator block measures the variables. Based on the results of the evaluation of convergent and discriminant validity, and composite reliability, it can be concluded that the indicators as a measure of latent variables is a valid and reliable gauge.

1. Structural Model Test (Inner Model):

The structural model is evaluated by taking into account the Q2 predictive relevance model that measures how well the observed value is generated by the model. Q2 is based on the coefficient of determination of all dependent variables. The quantity Q2 has a value with the range 0 <Q2 <1, the closer to the value of 1 means the model the better. In this structural model there are two endogenous (dependent) variables, namely: job
The coefficient of determination (R²) of each dependent variable can be presented in Table 6 below.

<table>
<thead>
<tr>
<th>Structural Model</th>
<th>Dependent Variable</th>
<th>R-square</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Job Satisfaction (Y₁)</td>
<td>0.692</td>
</tr>
<tr>
<td>2</td>
<td>Employee Performance (Y₂)</td>
<td>0.655</td>
</tr>
</tbody>
</table>

Calculation:

\[ Q² = 1 - [(1 - R₁²) (1 - R₂²)] \]

\[ Q² = 1 - [(1 - 0.478) (1 - 0.429)] = 0.702 \]

Based on Table 6 above, the result of evaluation of the structural model proved the value of Q² (0.702) close to the number 1. Thus, the results of this evaluation provide evidence that the structural model has a very goodness of fit model. These results can be interpreted that the information contained in the data is 70.20 percent can be explained by the model, while the remaining 29.8 percent is explained by errors and other variables that have not been contained in the model.

2. Hypothesis Testing

Hypothesis testing is done by t-test by sorting for testing direct and indirect influence or testing of mediation variables. In the following sections are described successively test results of direct influence and testing of mediation variables.

Direct Effect Testing

The results of the path coefficient validation test on each path for direct effect and effect can be presented in Table 7 below.

<table>
<thead>
<tr>
<th>No</th>
<th>Correlation between Variable</th>
<th>Bootstrapping</th>
<th>T-Statistic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Motivation (X₁) → Employee Performance (Y₂)</td>
<td>0.337</td>
<td>3.174</td>
<td>H₁ accepted</td>
</tr>
<tr>
<td>2</td>
<td>Motivation (X₁) → Job Satisfaction (Y₁)</td>
<td>0.832</td>
<td>36.334</td>
<td>H₂ accepted</td>
</tr>
<tr>
<td>3</td>
<td>Job Satisfaction (Y₁) → Employee Performance (Y₂)</td>
<td>0.507</td>
<td>5.293</td>
<td>H₃ accepted</td>
</tr>
</tbody>
</table>

Based on information from Table 7 above, then can be presented the results of hypothesis testing on the following description:

1) Hypothesis 1 states that motivation has a positive and significant effect on employee performance. The test result on the parameter coefficient between the motivation on employee performance showed a positive relationship with the coefficient value of 0.337 with the t-statistic of 3.174. The t-statistic value is above the critical value of 1.96, so (H₁): the influence of motivation on employee performance is acceptable. It means that the more motivation given by the employer, the higher the employee performance, or vice versa.

Hypothesis 2 states that motivation has positive and significant effect on job satisfaction. The test result on the parameter coefficient between motivation to job satisfaction showed a positive relationship with coefficient value of 0832 with a t-statistical value of 36.334. The t-statistic value is above the critical value of 1.96, so (H₂): the influence of motivation on job satisfaction is acceptable. This means that the more motivation given by employers, the higher the employee job satisfaction or vice versa.

Hypothesis 3 states that job satisfaction has a positive and significant effect on employee performance. The test results on the coefficient of the parameters between job satisfaction on
employee performance showed a positive relationship with the value of coefficient of 0.507 with a t-statistical value of 5.293. The t-statistic value is above the critical value 1.96, so (H3): the effect of job satisfaction on employee performance is acceptable. This means that the increased job satisfaction owned by employees is also increasing the performance of these employees, or vice versa.

Based on the results of the analysis can be presented images of research models in accordance with the analysis of PLS as follows:

**FIGURE 2 Full Models (PLS Bootstrapping)**

### b. Testing for Mediation Variable

To facilitate the testing of mediation variables and to know the indirect effects in this study, the following analysis is performed as presented in Table 8.

<table>
<thead>
<tr>
<th>No</th>
<th>Mediation of Job Satisfaction Variable (Y₁) to:</th>
<th>Effect</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Motivation (X₁) → Employee Performance (Y₂)</td>
<td>0.337</td>
<td>0.766</td>
</tr>
</tbody>
</table>

The information obtained from Table 8 above is the result of the testing of the mediation variables in which Job Satisfaction (Y₁) is able to mediate positively and significantly on the indirect effect of...
motivation (X1) on employee performance (Y2). This result is shown from the mediation test conducted, the effect D appears; C; B and A have significant value. The results of this test can be proven empirically. Based on these results can be interpreted, the higher employee job satisfaction based on strong motivation from superiors, then the employee's performance becomes increasingly at PT Smailing Tour Denpasar. Other information that can be submitted, the effect of work satisfaction mediation mediation (Y1) on indirect effect of motivation (X1) on employee performance (Y2) is partial mediation. These findings provide guidance; job satisfaction variable (Y1) is not a key determinant of motivation influence (X1) on employee performance (Y2).

Figure 3 Non Mediation Model (Bootsrapping)

In order to know the overall effect for each relationship between the variables studied, it can be presented recapitulation of direct effects, indirect effects, and total effects in Table 9.

<table>
<thead>
<tr>
<th>No</th>
<th>Variabel Correlation</th>
<th>Direct Effect</th>
<th>Non Effect</th>
<th>Direct Effect</th>
<th>Total Effect</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Motivation (X1) → Employee Performance (Y2)</td>
<td>0.337</td>
<td>-</td>
<td>0.337</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Motivation (X1) → Job Satisfaction (Y1)</td>
<td>0.832</td>
<td>-</td>
<td>0.832</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Motivation(X1) → Job Satisfaction(Y1) → Employee Performance (Y2)</td>
<td>0.337</td>
<td>0.421</td>
<td>0.758</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Job Satisfaction (Y1) → Employee Performance (Y3)</td>
<td>0.507</td>
<td>-</td>
<td>0.507</td>
<td></td>
</tr>
</tbody>
</table>

Information obtained from Table 22 above, the effect of work satisfaction mediation mediation (Y1) on the indirect effect of motivation (X1) on employee performance (Y2) with path coefficient of 0.337. Thus overall, the path of Motivation (X1) on Job Satisfaction (Y1) and Job Satisfaction (Y1) on Employee Performance (Y2) gets a total effect of 0.758. These findings provide clues that a stronger motivation can improve employee work satisfaction, so that later can also improve the performance results in accordance with corporate objectives.

C. Discussion

1. The influence of motivation on employee performance

The results of hypothesis testing states that motivation has a positive and significant effect on employee performance. It means that the better the motivation given by the employer, the higher the employee's performance, or the less frequent the motivation given by the employer, the lower the employee's performance. The results of this study support the results of research conducted June (2015) on the Influence of Motivation and Job Satisfaction Against Employee Employee Performance In Denpasar. It produces that motivation has a positive effect on employee performance. This study is in line with research conducted Mambea and Obwogi (2015) on The Effects Of Motivation On Employee Performance At Oceanfreight (Ea) Limited. It produces that motivation has a positive effect on employee

2. The influence of motivation on job satisfaction

Result of hypothesis test stated that motivation have positive and significant effect to job satisfaction. It means the better the motivation given by the employer, the higher the employee satisfaction or otherwise the less the motivation given by the employer, the lower the job satisfaction of the employee. The results of this study support the results of research found by Juli Astuti and Sudharma 2013 who examine the influence of compensation and motivation on employee satisfaction and performance at Bakung's Beach Cottages Bali Kuta Hotel. Resulting that motivation have positive and significant effect to employee job satisfaction. The results of this study are in line with research conducted by Gelard and Rezaei (2016) on The Relationship between Job Motivation, Compensation Satisfaction and Job Satisfaction in Employees of Tax Administration - A Case Study in Tehran. Generating motivation has a positive effect on job satisfaction. A study by Hanaysha (2016) on Determinants of Job Satisfaction in Higher Education. Generate employee motivation positively to job satisfaction. Research conducted by Kartika and Kainhata (2010) on the Analysis of Work Motivation Influence on Job Satisfaction (Case Study on Restaurant Employees at Pukuwon Food Festival Surabaya). Generating employee motivation has a positive effect on job satisfaction. A study conducted by Juniantara (2015) on the Influence of Motivation and Job Satisfaction on Employee Cooperative Performance In Denpasar. Generating motivation has a positive effect on job satisfaction.

3. The effect of job satisfaction on employee performance

The results of hypothesis testing states that job satisfaction has a positive and significant effect on employee performance. This means that the increased employee job satisfaction is increasingly also the employee's performance, or vice versa the lower the job satisfaction of the employee the lower the performance of the employee. The results of this study are in line with the results of research conducted by Atmojo 2012 on The Influence of Transformational Leadership on Job Satisfaction, Organizational Commitment, and Employee Performance. Resulting job satisfaction has a positive effect on performance. This research is in line with Afshar and Doosti (2016) research on investigating the impact of job satisfaction / dissatisfaction on Iranian English teachers' job performance. Produce that job satisfaction have a positive effect on performance. Research conducted Fadli, et al (2012) on the Influence of Job
Satisfaction on the Performance of Lecturers University Singaperbangsa Karawang. Resulting job satisfaction has a positive effect on lecturer performance.

V. Conclusion:

Based on the results of analysis and discussion that has been done in this study, it can be concluded as follows:

1) Motivation has a positive and significant impact on employee performance at PT Smailing Tour Denpasar. These findings mean that employees are increasingly motivated in working based on the fulfillment of social needs, along with the fulfillment of spiritual needs, participation needs, rewards and security in the work so as to improve their performance based on the quality of work, the quantity of work, the timeliness, the effectiveness of the work, independence, and work commitment.

2) Motivation has a positive and significant effect on employee job satisfaction at PT Smailing Tour Denpasar. This finding means that the motivation of employees working at PT Smailing Tour Denpasar is to prioritize the fulfillment of social needs, and accompanied by the fulfillment of spiritual needs, participation needs, rewards and security in work so that his job satisfaction increases.

3) Job satisfaction has a positive and significant impact on employee performance at PT Smailing Tour Denpasar. These findings mean that increased employee job satisfaction is supported by promotion, supervision, co-workers and the work itself so as to improve employee performance based on work quality, quantity of work, timeliness, work effectiveness, independence, and work commitment.

4) Motivation has a positive and significant effect on employee performance mediated by job satisfaction at PT Smailing Tour Denpasar. These findings provide indications that high employee motivation can encourage employee performance to be better so as to improve employee job satisfaction.

Limitations that can be conveyed from this research based on the time of research that is relatively short (cross-sectional). This limitation certainly affects the low generalization of research, given the problems faced by employees are relatively complex and dynamic from time to time. Development indicators - indicators used in research should be more relevant to each variable.

Some suggestions that can be given related to the results of this study, among others:

1) In order to improve job satisfaction and employee performance, the development of motivation at PT Smailing Tour Denpasar should be able to encourage the implementation of tasks and jobs for the better. Motivation can also direct the leadership of PT Smailing Tour Denpasar in order to motivate employees to be more active work. With these efforts employees are motivated in carrying out tasks and jobs provided, so as to improve job performance and employee job satisfaction.

2) For future researchers can certainly modify the research model by developing indicators - indicators and other variables. This is because the determinants of employee performance vary - different in different organizations or companies. In addition, future researchers can also replicate this research model through a longitudinal approach (from time to time), and allow it to be used in other organizations / companies.

Reference:


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