



## Employee Performance and Work Motivation

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### Abstract

This study aims to investigate the effects of work discipline and motivation on the output of KFC Bandung employees. The descriptive quantitative method is used in this investigation. The results of the aforementioned study indicate that employee performance at KFC Bandung is positively impacted by job motivation. Despite the fact that great performance may aid an organisation in achieving its objectives. At KFC Bandung, employee performance is significantly impacted by job satisfaction. This illustrates that an employee's performance improves in direct proportion to their level of job discipline. Workplace rules seldom ever have an impact on how well employees at KFC Bandung perform. When employees lack discipline, businesses find it difficult to achieve perfect results. Discipline fosters a strong work ethic since it moulds employees' personalities.

**Keywords:** *Motivation work , Discipline Work , Employee Performance*

## 1. INTRODUCTION

Fast food or food prepared quickly Lots are accessible and offered in a variety of well-known Indonesian franchise restaurants. Food that is prepared quickly can be enjoyed by everyone, including young children, till an adult. KFC is the most popular fast-food restaurant among children and young people in Indonesia (46.6%). In 1990, KFC made its debut in Indonesia by opening a restaurant in Sarinah\_Thamrin. PT. Indonesian Fast Food, a subsidiary of the Salim Group, signed a master franchise agreement with KFC International Property Company (MIPCO) in 2009, allowing it to operate all KFC restaurants and build new ones all over Indonesia.

Numerous disputes as well as complaints from customers regarding the service provided by the KFC crew (employee), among them the product that was given was not what the customer had ordered, the crew served with cynicism and rudeness, did not accept love when given money in change, forgot to give receipts, and forgot to give product to customers who were waiting because the item was not yet available. Mediakonsumen.com is the source. Results (from the largest Indonesian community, Kaskus) indicate that sometimes the length of time it takes to offer a product causes the customer to wait too long.

Source Power Man is where quality service is equal to employee or source power human. This is a crucial piece of equipment for A corporation. The most crucial component of any organisation or business is its source of power, which determines its continued existence. Source Power Man serves not just as an active participant in an organization's activities, but also as the focal point for the success of a group or business. In order to achieve high performance and retain employee performance, there is a requirement for organisation or corporate moment. Every firm

hopes for an employee with a high level of performance because this is what will allow the business to make money and accomplish its goals (Lotfi, 2018).

According to Irviani & Fauzi (2018), motivation is a process that causes (intensity), instructs (directions), and sustains (perseverance) an individual's movement towards achieving a goal. From the various theories that have been mentioned, it can be inferred that motivation is a set of personal circumstances that encourage someone to want to engage in a particular activity or behaviour in order to achieve a specific goal for themselves or to please another person. According to Asmawiyah et al. (2020), motivation and job satisfaction are both important for PT staff performance. Nusantara Macassar Plantation No. IV. In contrast to Agus Bi light et al. (2021), who found that employee performance is not significantly influenced by motivation at work.

Employee contentment at work is another factor that may affect performance. The term "satisfaction work" describes a person's attitude towards his or her employment. Employee happiness at work will increase positive feelings. While improving efficiency, fixing employee attitudes, and changing behaviour is important for company satisfaction (Suwatno, 2011 in Setyo and Endri, 2021). According to Al-Dalahmeh et al. (2018), there is a positive and significant relationship between job satisfaction and employee performance. Additionally, a study by Asmawiyah, et al. (2020) demonstrates that there is a strong correlation between job satisfaction and employee performance. Employees that are more satisfied at work will also perform better, as seen by this. In contrast to Setyo and Endri (2021), who found that contentment at work has no substantial influence on an employee's performance, he conducted research on an Indonesian IT business.

In order to achieve its goals, the corporation needed someone who could manage its power sources effectively. To enhance staff efficiency, the company creates strict regulations. Rules that are made to be followed and recommendations for employees to follow when performing their jobs. Employers must enforce discipline and consistency in order to evaluate how well their staff members complete their jobs. Employee discipline also reflects each employee's own character, which is seen in how they respond to the tasks they are in charge of. The discipline that is good at reflecting magnitude and flavour doesn't always help someone accomplish their work (Hertati et al., 2020).

Without disciplined work from the employee, the organisation will struggle to achieve the best outcomes because the person's performance is insufficient. Because of discipline, good work will then manifest from the employee's character (Eri and Bambang, 2020). There are several studies that look at the relationship between discipline and employee performance, including those by Good and Eddie (2018), Eri and Bambang (2020), and Pawirosumarto et al. (2017). These studies find that discipline is both important and influential in terms of how well employees perform.

In Bandung, the study "Influence Motivation Work, Satisfaction Work, and Discipline Work to Performance Employee KFC Indonesia" is being conducted based on the researcher's background description.

## 2. MODEL STUDY

**Study** This study aims to examine the effects of motivation, satisfaction, and discipline on employee performance at the McDonald's restaurant in Bandung. **Methodology of the Study** This is a descriptive essay that takes a quantitative tack. Data obtained with me-take advantage instrument study earlier or Which actual with hope can made study more knowledge \_ complex, is obtained through a quantitative or statistical analysis with the objective of testing the hypothesis that has been set. This type of study aims to determine how much of a hypothesis is true given data for researching a population or sample.

**People being studied** This person works as an employee at the KFC location in Bandung's Plaza Palace. Nonprobability sampling was used to acquire samples for this study. I do employ the technique of nonprobability in conjunction with the approach of purposive sampling, or based sampling with specific care. Sample size for the study This is in reference to the viewpoint Slovin (1954) included:

$$n = \frac{N}{1 + N(e)^2}$$

Description: n = Sample size / respondent count N = Size of population; E = Percentage of Tolerable Accuracy Error in the Sample; e = 0.1.

Given that there were 54 employees at the Mc Donald's location in Istana Plaza Bandung, the sample used for the study was calculated using the Slovin formula. The age is 54. study of criteria samples This is what happens:

1. Participants in the study This person works at the Mc Donald's Plaza Palace location in Bandung
2. Participants in the study This individual has been employed by the McD's restaurant chain's Palace Plaza location in Bandung for at least a year.

## 3. CONCLUSION AND RESULTS

### Analysis Detailed

Analysis descriptive is a tool for describing and explaining findings from a questionnaire in a broad way. Which is the respondent's response to the variable or the existing indicators? Analysis descriptive evidence that is present in research This relates to Brand Interactivity (Brand Interactivity), Brand Awareness (Brand Awareness), and Purchase Intentions (Purchases Intentions). This study variable will be quantified using a 5-point Likert scale.

### 1. Analysis Of Respondents' Responses To Work On Motivation

On the variable management leadership (MK) own three items question, which will be evaluated based on responses received, respondents to the variable motivation work can explain that the mark average owned by variables motivation work on item MK1 "Company KFC open to

suggestion or idea employee KFC" is mark average highest of 4.5, which is classified in category intervals 4,2 X X X with rating "Strongly Agree," while mark lowest average found in item MK3 "Company KFC is not open Please provide a complete response with an evaluation of "Very Agree" for the respondent's variable Motivation Work, which has an average value of 4.2 and is categorised in intervals of 3,4 to X to 4,2. Based on the results, it can be inferred that respondents concur that employee performance at the Bandung KFC Istana Plaza location is greatly influenced by motivation.

## **2. Analysis of Responses to the Satisfaction Work from Respondent**

What explained that the mark average owned by variable Satisfaction Work (KK) on item KK1 "Company give wages appropriate time" is mark average highest as big is that variable Satisfaction Work (KK) own 3 items question which will given an assessment based on Results Response Respondents To Variable Satisfaction Workd.

The lowest average value is on item KK3 "I own colleague Work That is Fine," which is large 3.9, which belongs in category intervals 3,4 X 4,2, with evaluation " Agreed ". Please note that the average response score for the variable "Satisfaction with Work" (KK) is 4.0, falling within the range of "Agree" (3.4-X-4.2). Based on the data, it can be deduced that respondents concur that staff performance at the Bandung KFC Istana Plaza branch is influenced by employee satisfaction with their work.

## **3. Analysis of Respondents' Responses to Work in Variable Discipline**

3 pieces of discipline work based on factors which will be evaluated based on the response to the results The average value of the variable Discipline Work (DK) on items DK2 "I always behave good to colleague work I " and DK3 "I have loyalty high \_ in work at the company KFC" is mark average highest of 4.3 and is classified in category intervals 3,4 X 4,2 with rating "Strongly Agree ". In contrast, mark lowest average found in item DK1 "I Spirit in Work in KFC company " of 4.1 belong in category intervals Please provide your complete response with the response "Very Agree" for the variable "Discipline Work Own Mark Flat-Average 4.2 Belonging \_ in Category Interval 3.4 X 4.2." We can infer from the outcomes and data that the respondents concur.

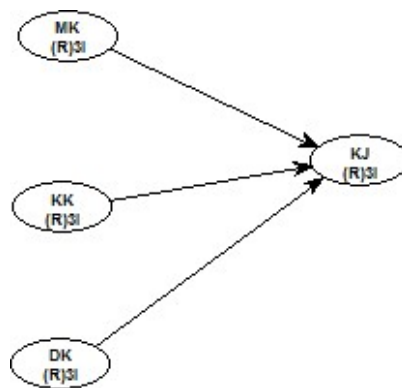
## **4. Analysis of Respondents To Employees With Variable Performance**

The average value that is held by the variable Employee Performance (KJ) on all items can be described by the respondents to the variable Employee Performance. On variable Performance Employee (KK) own 4 items question which will given evaluation based on Results Response KJ1: "I get along well with my coworkers at work," KJ2: "I get a guarantee of safety." a position at KFC, KJ3 The mark average highest as big is "Experience which I have very helpful I in finish job."4.2 with Rating "Very Agree" and falling inside the intervals group 3.4 X 4.2. Conversely, the items with the lowest average values are KJ1 ("I own connection that is good with colleague work") and KJ2 ("I get guarantee safety"). Work at KFC, KJ3 " Experience That I Have Very Help I In Finish Job " as big 4,2 Which Belong in Category Intervals 3,4 X 4,2 With

Evaluation "Very Agree ". Please provide your complete response (on the variable Performance Employee own mark average 4,2) along with the response "Very Agree" for the category intervals 3,4 X 4,2. On the basis of the data's findings, it can be said that respondents concur.

### Inferential Analysis

On research With the programme Warp pls 8.0, structural equation modelling (SEM) was utilised to generate the analysis data. analysis of the data, measurement, and When using the structural model result to show estimate coefficient track and level significant, which is beneficial in taking choice hypothesis test results, the evaluation of the relationship between indicator and construct is done. research at the present This uses structurally based Equation Modelling (SEM) along with the partial least squares statistical test tool square (PLS). Where PLS- this SEM is a method for testing if a deep latent construct has a linear or non-linear connection with every indicator. subsequently in lower In WarpPLS 8.0, this model of variable will be examined.



Data processing (2023) as a source

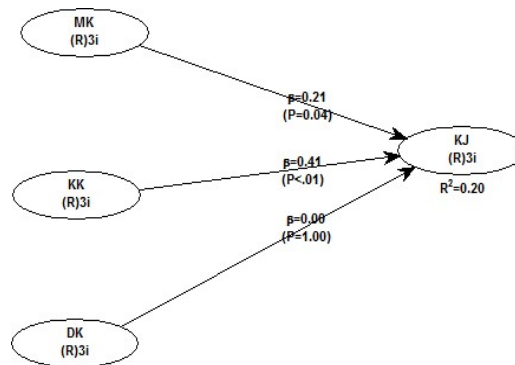
### Image 2: Model Analysis

External test model This was done to determine the relationship between the latent variable and the indicator. Researcher has conducted a validity test. This is used to evaluate one's capacity for study and measurement of an investigated object. Researcher Additionally, test the reliability of the device to determine its dependability. Test reliability

Only a research using the Likert scale was used to determine test reliability. based on reliability and validity Test results can show that every variable meets the standards for validity and reliability. Matter This can be demonstrated using the mark loading factor from each indicator, where each indicator has a value greater than 0.5, as well as the mark cronbach alpha, which has a value greater than 0.6 and composite reliability greater than 0.7. For fulfilling the condition, the expected AVE value is greater than 0.5 and greater from the mark AVE on construct other.

### Testing A Theory

The following are the findings of a test conducted using the WarpPLS 8.0-based SEM programme:



Data processing (2022) as a source

**Picture 3: Model for Estimation Results**

Show the R-squared value for a variable of 0.20 based on Figure 3. It suggests that 20% of an employee's performance is impacted by factors such as motivation, discipline, and satisfaction. As opposed to 40%, which can be impacted by outside estimates from researchers. Tests are conducted using path coefficient and significant P-values to determine the influence of each variable on the underlying hypothesis. Results from the estimate model for path coefficients and p-value are as follows:

**Table 1 Path coefficient And P-Values**

Hipotesis	Information	Coefficient Value	P-Value	Test Result
H1	MK -> KJ	0.211	0.048	Accepted
H2	DK -> KJ	0.151	0.111	Rejected

**Data that has been processed (2022) The following information is available:**  
**Performance Workers (KJ), Discipline Work (DK)**

Researchers investigate the following hypotheses based on the results of the results processed data in Table 1:

#### 1. Supposition

Results from test hypothesis 1 (H1) indicate that the H1 is accepted since the mark coefficient () on the variables Motivation Work to Performance Employee is worth 0.211 and the

mark p-values are large (0.048 0.05). This demonstrates how the variable Motivation Work influences employees' performance in a favourable way.

## 2. Supposition

Results from test hypothesis 3 (H3) indicate that the mark coefficient ( ) on the variable Discipline Work on Employee Performance is 0.151 and the mark p-values are large, rejecting H3. Matter This demonstrates that the variable "discipline work" has no bearing on "performance employees."

On the subchapter discussion, it is explained how the outcomes of the data processing and analysis that the researcher has previously completed are related. The discussion that follows is directed at each distinct claim.

H1: KFC Branch Plaza Palace Bandung Employee Motivation Work Influential Significant to Performance.

According to research by Setyo and Endri (2021) and Eri and Bambang (2020), motivational work influences employee performance in a positive and significant way. results of the study now This demonstrates the impact that motivational work has on employees' performance at the KFC restaurant in Bandung's Istana Plaza. Results Show that Employee Performance is Affected by Motivation Work at KFC Branch Plaza Palace Bandung. According to Sohail et al. (2014) and Burns and Alexander (2020), influence positive significant to performance employee, motivation work. As stated in Kuswati (2020:996), "Good motivation can strengthen commitment and lead to enhancement of performance from the employees" (Joseph, 2015). "Good performance also increases performance organisation the so that can reach objective from company the."

H 2: Work on discipline Performance Employee KFC Branch Palace Plaza Bandung has no significant influencing factor.

As stated by Hertati et al. (2020), good discipline should "reflect magnitude flavour not quite enough answer someone in finishing work." Without disciplined work from the employee, the organisation will struggle to achieve the best outcomes because the person's performance is insufficient. Because of discipline, the beneficial works of the Spirit will manifest. Employees in this form have this character (Eri and Bambang, 2020). results of the study now This demonstrates that Work Satisfaction Has No Influence on Employee Performance at the Bandung KFC Plaza Branch. This is indicating that there is a difference. According to research findings by Bagus and Edi (2018), Eri and Bambang (2020), and Pawirosumarto, et al (2017), discipline is important for employee success.

## 4. CLOSING

Based on data that was analysed from 54 respondents who met the criteria for the study, using the SEM-based programme WarpPLS 8.0, the author can draw conclusions about the findings of his research. To use in order to answer the following questions:

1. Work influences employee performance in a big way at the Bandung KFC Istana Plaza location. Matter It is well recognised that motivational work has a significant impact on employee performance at the KFC restaurant in Istana Plaza Bandung. good for a group.
2. Work influences employee performance in a major and good way at the KFC location in the Plaza Palace in Bandung. Matter It is well recognised that employee satisfaction has a significant impact on their ability to perform. If a worker feels appreciated, this will translate into continued success for the business.
3. Work on discipline There is no significant influence on employee performance at the Bandung KFC Istana Plaza location. Matter It is well established that discipline at work has a significant impact on an employee's performance; if there is no discipline, the employee's performance will suffer, which is bad for the business.

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