

The Effect of Motivation, Discipline, and Satisfaction on Employee's Performance: PT Bank Sinarmas Palembang City

M. Yogie Agustian Pratama, Trisniarty Adjeng Moelyati, Tobari

Universitas Muhammadiyah Palembang

Corresponding Author: yogieapratama@gmail.com,
adjengmoelyati@trisniarty@gmail.com, drtobarimsi@gmail.com

Article Information:

Received: January 23, 2025. Accepted: January 28, 2025, Published: January 31, 2025

Abstract

This research aims to determine the influence of work motivation, discipline, and job satisfaction on employee performance at PT Bank Sinarmas in Palembang City. This type of research is associative. Researchers use motivation, discipline, employee satisfaction, and performance variables. The sample in this research is employees of PT. Bank Sinarmas, Palembang City, totaling 86 people, was selected using Cluster Random Sampling. The primary data used in this research was collected through a questionnaire. The data analysis technique used is Multiple Linear Regression with the SPSS Program Application. This research shows that (1) Work Motivation, Discipline, and Job Satisfaction significantly affect employee performance. (2) Motivation has a positive and significant effect on employee performance, (3) Discipline has a positive and significant effect on employee performance, and (4) Satisfaction has a positive but not significant effect on employee performance at PT. Bank Sinarmas in Palembang City.

Keywords: Motivation, Discipline, Satisfaction, Performance.

JEL Codes: M50, M51, M52

1. Introduction

During the current era of modernization, entities are required to intensify the value of the company's profits and optimize the prosperity of owners and employees. Therefore, employees are a human resource (HR) capital crucial to its existence. Human resources (HR) are an essential factor in an organization or company's activities in achieving predetermined goals, these goals can be successful depending on the ability of human resources. According to Sedarmayanti (2018), human resource management is an approach to managing human problems based on three principles: Human resources are the most valuable and important assets owned by an organization because the success of the company is possible to achieve if the policies, procedures, and regulations related to humans from the company are interconnected and mutually beneficial to all parties involved in the company. The role of HR in managing human problems is crucial, as it reassures all parties involved in the company that their needs are being met and their concerns are being addressed. Employee performance has

several factors that can affect employee work productivity. Work performance can result in the quality and quantity an employee achieves in carrying out his duties according to his responsibilities. Sutrisno (2019) states that employee performance is the result of employee work, as seen from the aspects of quality, quantity, work time, and cooperation to achieve the goals set by the organization. Colquitt, lePine, and Wesson (in Wibowo 2016), employee performance is a result that contributes both positively and negatively to the completion of organizational goals. Also, the work results in quality and quantity achieved by a person in carrying out their duties by the responsibilities assigned to them. In practice, performance is divided into two types, namely individual performance and organizational performance; individual performance is the performance produced by a person, while organizational performance is the company's overall performance. However, employee performance is individual performance that supports organizational performance.

According to Kasmir (2019), factors that influence employee performance include ability, knowledge, work design, personality, work motivation, leadership, leadership style, organizational culture, job satisfaction, work environment, commitment, and work discipline. Based on interviews with several employees, the factors that influence low employee performance are lack of work motivation, work discipline, and job satisfaction, so employees sometimes delay work, which results in work piling up and being completed late.

One of the factors that influences low employee performance is work motivation. The company's efforts to improve employee performance to get maximum results include several activities, including motivating employees. According to Hartatik (2018), work motivation causes channels and supports human behavior so that they want to work hard and enthusiastically to achieve optimal results. What is meant by this is a symptom of mental processes, such as cognitive mental processes (reason) or affection (feelings). Specifically, motivation is included in the mental process or symptoms of the soul of conation, which is a person's will or desire. In addition, many factors still affect employee performance, one of which is work discipline, which is also an essential factor that affects employee performance. Work discipline is an obligation of the office or agency where work is required to pay attention to employee work discipline so that employee work improves more than before and employees do not do unimportant activities at will during working hours. Hasibuan (2017) discipline is a person's awareness and willingness to obey all company regulations and applicable norms. Thus, employees have poor work discipline if the company's rules and provisions are ignored.

Good performance does not just happen; many factors influence it, including employee job satisfaction. Job satisfaction is a pleasant inner atmosphere when carrying out work. If the work is carried out with a feeling of joy and happiness, it will achieve good results, which, in the end, will allow the implementation of the task to run as expected. Hasibuan (2017) defines job satisfaction as a form of emotional attitude that is pleasant or unpleasant. Employees who are satisfied with their jobs will appear in employee emotions. Employee satisfaction will make employees love their jobs. Job satisfaction is enjoyed in and outside of work, and a combination of inside and outside work.

Previous research studies were conducted by Yani & Andani (2024). The results of their research showed that motivation, discipline, and job satisfaction had a significant effect on employee performance. Putro (2020) the results of their research also explained that motivation, discipline, and job satisfaction significantly affected employee performance. Wulansari (2024) found that motivation, discipline, and satisfaction did not significantly affect employee performance.

Previous research studies were conducted by Yani & Andani (2024), whose research results showed that motivation significantly affects employee performance. Permana & Pracoyo (2021) whose research results also showed that motivation has a significant effect on employee performance. Husna, Yenni & Candra (2024), whose research results also showed that motivation significantly affects employee performance. Putro (2020) whose research results also explained that motivation has a significant effect on employee performance. Winanti (2018) revealed that work motivation significantly affects employee performance. This is in contrast to research conducted by Putro (2020), whose research results showed that motivation did not considerably affect employee performance. Daga, Hamu & Nugrawan (2021) whose research results showed that motivation did not have a significant effect on employee performance. Sanjaya & Prijati (2020) whose research results showed that motivation did not have a substantial impact on employee performance. Previous research studies were conducted by Yani & Andani (2024), whose research results showed that discipline did not significantly affect employee performance. Putro (2020) also explained that discipline significantly affects employee performance. Winanti (2018) revealed that work discipline significantly affects employee performance.

In contrast to the research conducted by Permana & Pracoyo (2021), the results showed that work discipline did not significantly affect employee performance. Husna, Yenni & Candra (2024) the results of their research also showed that work discipline did not considerably affect employee performance. Daga, Hamu & Nugrawan (2021) the results of their study showed that work discipline did not have a significant effect on employee performance. Sanjaya & Prijati's (2020) research showed that work discipline did not substantially affect employee performance. Previous research studies were conducted by Yani & Andani (2024), and the results showed that job satisfaction significantly affected employee performance. Husna, Yenni & Candra (2024) the results of their research also showed that job satisfaction had a significant effect on employee performance. Suardi (2019) also showed that job satisfaction significantly impacts employee performance. Putro (2020) also explained that job satisfaction significantly affects employee performance.

In contrast to the research conducted by Putro (2020), their study showed that job satisfaction did not significantly affect employee performance. Daga, Hamu & Nugrawan (2021) showed that job satisfaction did not significantly affect employee performance. PT Bank Sinarmas Tbk was established on August 18, 1989, based on Deed No. 52 dated August 18, 1989, from Buniarti Tjandra, S.H., Notary in Jakarta, under the name PT Bank Shinta Indonesia and has been amended by Deed No. 91 dated September 15, 1989, from the same notary. The Bank obtained the status as a Foreign Exchange Commercial Bank in 1995. In 2005, the Bank's journey entered a new chapter after PT Sinar Mas Multiartha Tbk., a financial services company under the Sinar Mas Business Group, took over 21% of PT Bank Shinta Indonesia shares. In December 2006, the Bank changed its name to PT Bank Sinarmas. The name change was approved through an Extraordinary General Meeting of Shareholders as stated in Deed No. 1 dated November 21, 2006, from Triphosa Lily Ekadewi, S.H., a notary in Jakarta.

2. Literature Review

The Influence of Work Motivation, Work Discipline and Employee Satisfaction on Employee Performance. Employee performance is a critical indicator of a company's success in providing direction and managing assigned work. It also reflects the level of support and the factors that can enhance performance within the company. As Kasmir (2019) points out, work motivation, work discipline, and employee satisfaction are key factors that can influence employee

performance. Key research findings by Yani and Andani (2024) revealed that motivation, discipline, and job satisfaction significantly influenced employee performance. Similarly, Putro (2020) found that these factors had a significant impact on employee performance. However, Wulansari (2024) presented a contrasting view, suggesting that motivation, discipline, and satisfaction did not significantly affect employee performance. Many things can cause poor employee performance, including poor performance motivation, employees feeling burdened with the tasks given, poor work discipline from employees, employees often arriving late, and employees who work not by SOP. Last is employee satisfaction; employees are not paid on time, and job promotions are not given based on work performance.

The Influence of Work Motivation on Employee Performance. Motivation is a skill in directing employees and organizations to work successfully so that the desires of employees and organizational goals are achieved at the same time. For employees to work more optimally, leaders must motivate their employees so that their performance can be improved. According to Kasmir (2019), factors that can affect employee performance include work motivation. Previous research studies were conducted by Yani & Andani (2024), whose research results showed that motivation significantly affected employee performance. Permana & Pracoyo (2021) whose research results also showed that motivation significantly affected employee performance. Husna, Yenni & Candra (2024) also showed that motivation significantly affects employee performance. Putro (2020) also explained that motivation significantly affects employee performance. Winanti (2018) revealed that work motivation significantly impacts employee performance. In contrast to the research conducted by Putro (2020), their research showed that motivation did not considerably affect employee performance. Daga, Hamu & Nugrawan (2021) the results of their study showed that motivation did not have a significant effect on employee performance. Sanjaya & Prijati's (2020) research showed that motivation did not substantially affect employee performance. In maximizing employee performance through motivation, managers and leaders need to understand what motivates their team, whether it is recognition, rewards, career development opportunities, or a positive work environment. Organizations can improve employee performance by creating a supportive environment and understanding individual motivational needs.

The Influence of Work Discipline on Employee Performance. Work discipline is critical to maintain because by enforcing discipline, employees can do their work according to the procedures and rules set to achieve optimal results. Good discipline from employees will show that a company can maintain the loyalty and quality of its employees. In addition, by knowing the employees' work discipline, the employees' performance value can also be known. According to Kasmir (2019), factors that can affect employee performance include work discipline. Putro (2020) conducted a previous research study, the results of which also explained that discipline has a significant effect on employee performance. Winanti (2018) revealed that work discipline is having a substantial impact on employee performance. In contrast to the research conducted by Yani & Andani (2024), their study showed that discipline did not significantly affect employee performance. Permana & Pracoyo (2021) the results of their research showed that work discipline did not considerably affect employee performance. Husna, Yenni & Candra (2024) also showed that work discipline has no significant effect on employee performance. Daga, Hamu & Nugrawan (2021) showed that work discipline does not significantly impact employee performance. Sanjaya & Prijati (2020) showed that work discipline does not considerably affect employee performance. In ensuring that work discipline contributes to good performance, companies must develop clear and consistent policies,

provide adequate training and support, and provide feedback and rewards to employees who demonstrate good discipline. Effective management and implementation of fair and transparent disciplinary policies will support creating a productive and high-performance work environment.

The Effect of Employee Satisfaction on Employee Performance. Job satisfaction is a form of pleasant or unpleasant emotional attitude. Employees who are satisfied with their work will appear in their emotions. Employee satisfaction will make employees love their jobs. Job satisfaction can be enjoyed in work, outside work, or a combination of inside and outside work. According to Kasmir (2019),

factors that can affect employee performance include employee satisfaction. Previous research studies were conducted by Yani & Andani (2024), whose research results showed that job satisfaction significantly affected employee performance. Husna, Yenni & Candra (2024), whose research results also showed that job satisfaction significantly affected employee performance. Suardi (2019), whose research results also showed that job satisfaction significantly impacts employee performance. Putro (2020) whose research results also explained that job satisfaction significantly affected employee performance. In contrast to research conducted by Putro (2020), results showed that job satisfaction did not significantly affect employee performance. Daga, Hamu & Nugrawan (2021) whose research results showed that job satisfaction did not have a substantial effect on employee performance. To improve employee performance through job satisfaction, companies must create a positive work environment, offer fair compensation, provide career development opportunities, and listen to employee feedback. This approach can achieve high levels of employee satisfaction, which in turn will have a positive impact on employee performance and the overall success of the organization.

3. Research Method

This significant research was conducted at PT Bank Sinarmas Company, which has six branches: Bank Sinarmas KC Palembang, Bank Sinarmas KCP Sudirman, Bank Sinarmas KCP Letkol Iskandar, Bank Sinarmas KCP Pasar 16 Ilir, Bank Sinarmas KCP Plaju, and Bank Sinarmas KCP KM 11. The findings of this study will provide valuable insights into the factors influencing employee performance in the banking sector. The data, crucial for this study, was meticulously obtained from the Bank Sinarmas KC Palembang Office located on JL and through the website www.absensi.banksinarmas.com. This comprehensive data collection process ensures the reliability and validity of the research findings. In this study, the five variables in question are variable X1 (Work Motivation), variable X2 (Work Discipline), variable X3 (Job Satisfaction), and Variable Y (Employee Performance) at PT Bank Sinarmas Palembang City. This research method determines the effect of work motivation, work discipline, and job satisfaction on employee performance at all Bank Sinarmas locations in Palembang City. The Independent Variables are Motivation (X1), Work Discipline (X2), Job Satisfaction (X3). The dependent variable is employee performance (Y). The findings of this study will provide practical insights for HR professionals and management at PT Bank Sinarmas to enhance employee performance. Employee performance indicators are quality, quantity, and time. Work motivation indicators are working conditions, work performance, and recognition from superiors. Work discipline indicators are attendance, obedience to rules, and obedience to work standards. Job satisfaction indicators are work, wages, and promotions. The population in this study were permanent employees in 6 Bank Sinarmas Offices in Palembang City, namely Bank Sinarmas KC Palembang, Bank Sinarmas KCP Sudirman, Bank Sinarmas

Published by:

KCP Letkol Iskandar, Bank Sinarmas KCP Pasar 16 Ilir, Bank Sinarmas KCP Plaju and Bank Sinarmas KCP KM 11. The sample in this study were all permanent employees, and with a population of 109, the number of samples was determined based on the Slovin formula, which had a 5% error rate of 86 samples. The sampling method used in this study was Cluster random sampling. The data collection methods used in this study are interviews and questionnaires, namely the respondents' answers to a series of related questions. The analysis method used in this study is multiple regression.

Operasionalisasi Variabel

Variabel	Definisi	Indikator	Item Pernyataan
Kinerja karyawan (Y)	Kinerja adalah hasil kerja yang dapat dicapai oleh karyawan dalam suatu perusahaan sesuai dengan wewenang dan tanggung jawab masing-masing dalam upaya pencapaian tujuan di PT. Bank Sinarmas	1) Kualitas 2) Kuantitas 3) Waktu	1 – 2 3 – 4 5 – 6
Motivasi Kerja (X1)	Motivasi adalah suatu akibat yang ada dalam jiwa karyawan untuk memberikan dorongan untuk menghadapi situasi tertentu yang bertujuan untuk mencapai tujuan yang ditentukan dalam waktu tertentu di PT. Bank Sinarmas.	1) Kondisi Kerja 2) Prestasi Kerja 3) Pengakuan dari Atasan	1 – 2 3 – 4 5 – 6
Disiplin Kerja (X2)	Disiplin kerja adalah perilaku yang wajib di tanamkan pada diri karyawan agar terciptanya kinerja yang baik dalam melakukan pekerjaan baik di tempat kerja atau di mana saja di PT. Bank Sinarmas.	1) Kehadiran 2) Ketaatan pada Aturan 3) Ketaatan pada Standar Kerja	1 – 2 3 – 4 5 – 6
Kepuasan Kerja (X3)	Kepuasan kerja merupakan sikap emosional karyawan yang menyebabkan karyawan merasa puas atau tidak dalam menajalani pekerjaan di PT. Bank Sinarmas.	1) Pekerjaan 2) Upah 3) Promosi	1 – 2 3 – 4 5 – 6

4. Findings and Discussions

This multiple linear regression analysis determines the influence of work motivation variables, discipline, and job satisfaction on employee performance. The results of the multiple linear regression analysis can be seen in the following table:

Published by:

Table 1. Regression Result

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.073	1.068		1.005	.318
	Motivation	.448	.085	.461	5.245	.000
	Discipline	.382	.080	.353	4.775	.000
	Satisfaction	.129	.069	.161	1.877	.064

a. Dependent Variable: Y

Based on the table of multiple linear regression test results, the following multiple linear is obtained:

$$Y = 1.073 + 0.448 X_1 + 0.382 X_2 + 0.129 X_3$$

The table shows that the constant has a value of 1.073, which serves as a baseline for employee performance when motivation, discipline, and satisfaction are absent. This means that even in the absence of these factors, there is a positive level of performance. However, when these factors are present, employee performance is further enhanced. The work motivation regression coefficient value is 0.448 (positive), indicating that motivation positively affects the performance of Bank Sinarmas Palembang employees. The test value shows that if work motivation increases, employee performance will increase, and vice versa; if employee motivation decreases, employee performance will also decrease. The work discipline regression coefficient value is 0.382 (positive), indicating that work discipline positively affects the performance of Bank Sinarmas Palembang employees. The test value shows that if work discipline increases, employee performance will increase, and vice versa; if work discipline decreases, employee performance will decrease. It's important to note that while these factors have a significant impact on employee performance, there are other variables that could also influence performance. The work discipline regression coefficient is 0.129 (positive), indicating that job satisfaction has a positive effect on the performance of Bank Sinarmas Palembang employees. The test value shows that if job satisfaction increases, employee performance will increase, and vice versa; if job satisfaction decreases, employee performance will decrease.

The t value for Work Motivation (X_1) is $5.245 > t_{Table} 1.989$ with a sig.t level of $0.000 < 0.05$ (significant), then H_{o2} is rejected and H_{a2} is accepted, meaning that there is a significant influence of work motivation on the performance of Bank Sinarmas employees in Palembang. The t value for Work Discipline (X_2) is $4.775 > t_{Table} 1.989$ with a sig.t level of $0.000 < 0.05$ (significant), then H_{a3} is accepted and H_{o3} is rejected, meaning that there is a significant influence of work discipline on the performance of Bank Sinarmas employees in Palembang. The t value for Job Satisfaction (X_3) is $1.877 < t_{Table} 1.989$ with a sig.t level of $0.064 > 0.05$ (not significant), so H_{a4} is rejected and H_{o4} is accepted, meaning that there is no influence and no significant effect of job satisfaction on the performance of Bank Sinarmas employees in Palembang City.

The Influence of Work Motivation, Work Discipline, and Job Satisfaction on PT Bank Sinarmas Palembang City Employee Performance. The simultaneous hypothesis test revealed a significant influence of work motivation, work discipline, and job satisfaction on employee performance at Bank Sinarmas Palembang City. These findings underscore the importance of work motivation, work discipline, and job satisfaction in enabling employees to work

optimally, thereby enhancing their performance. The high value of Adjusted R Square in the regression model further confirms the substantial contribution of work motivation, work discipline, and job satisfaction to Bank Sinarmas Palembang City's employee performance. In summary, this study demonstrates that work motivation, work discipline, and job satisfaction are key factors affecting Bank Sinarmas Palembang City's employee performance.

The Influence of Work Motivation on Employee Performance. The results of the partial hypothesis test show that work motivation significantly influences employee performance at Bank Sinarmas in Palembang City. These results explain that whether the work motivation possessed by employees is good or bad will determine the good or bad performance of the employees. This study proves the hypothesis written at the beginning that work motivation influences the performance of Bank Sinarmas employees in Palembang City. In contrast to the research undertaken by Putro (2020), the study's results showed that motivation did not significantly affect employee performance. The reason this study is different from the research of Putro (2020) is because it is based on several aspects, namely, the use of measurement indicators used by Putro (2020), namely power motives, affiliation motives, achievement motives, while in this study using indicators of working conditions, work performance, and recognition from superiors. The sample used by Putro (2020) was 66 employees, while a sample of 86 employees was used in this study. The respondents' answers show that it significantly affects employee performance. It can be seen in the distribution of answers to respondents that there are the following problems: 1. There are still employees who feel burdened by difficult working conditions; 2. There are still employees who do not desire to excel; 3. There are still employees who do not get appreciation from their superiors. The consequences of these problems are the employees are unable to work according to organizational expectations, do not always meet the quantity of work, and do not always complete work on time. Based on the results of the study, the researcher suggests that the company should pay more attention to the working conditions carried out by employees where there are still employees who feel burdened by the amount of work done, in addition to the need to motivate employees so that employees have a high interest in achieving, and provide appreciation if employees complete the work targets that are their responsibility, this will affect employee performance. The study results explain that work motivation is an aspect that influences and improves employee performance, and these findings are of significant importance to the field of employee performance and management.

The Influence of Work Discipline on Employee Performance. The results of the partial hypothesis test show a significant influence of work discipline on the performance of Bank Sinarmas employees in Palembang City. These results explain that whether the work discipline of employees is good or bad will determine the good or bad performance of the employees produced. This study proves that the hypothesis written at the beginning is that work discipline significantly influences the performance of Bank Sinarmas employees in Palembang City. The results of this study are in line with previous studies conducted by Putro (2020) and Winanti (2018), which revealed that work discipline has a significant effect on employee performance. In contrast to research conducted by Husna, Yenni, and Candra (2024), their research also showed that work discipline did not have a significant effect on employee performance. This contrasts Husna, Yenni & Candra's (2024) research due to differences in indicators used as measuring tools. The sampling technique used by Husna, Yenni & Candra (2024) used saturated samples with 30 research samples, while in this study, cluster random sampling with 86 research samples. In addition, the analysis technique in the research of Husna, Yenni &

Candra (2024) used SEM with the help of the Smart PLS program. In this study, multiple linear regression analysis was used using the SPSS application. The existing differences can make the results of this study different from those of previous studies. The respondents' answers show that work discipline affects employee performance. It can be seen in the distribution of answers to respondents that there are the following problems: a. There are still employees who do not always arrive on time; b. There are still employees who are not always at work; c. There are still employees who do not always work according to the direction of the leader. The result of this problem is that there are employees who are unable to work according to the organization's expectations, employees do not always meet the quantity of work, and employees do not always complete work on time. For the problem of work discipline, the company can carry out more intensive supervision, primarily for undisciplined employees, such as employees who do not arrive on time, employees who are often not at work during working hours, and employees who do not follow the leader's direction. If these improvements are made, they can improve employee performance, where employees will be able to work according to company expectations, meet the quantity of work, and complete work on time. The results of the study explain that work discipline is an aspect that influences and improves employee performance.

The Effect of Job Satisfaction on Employee Performance. The results of the partial hypothesis test show that job satisfaction has no significant effect on the performance of Bank Sinarmas employees in Palembang City. These results explain that whether the employee's job satisfaction is good or bad will determine the employee's performance. This study's results align with previous research conducted by Putro (2020), which showed that job satisfaction did not have a significant effect on employee performance. Daga, Hamu & Nugrawan (2021) the results of their research showed that job satisfaction did not substantially affect employee performance. In contrast to the research conducted by Husna, Yenni & Candra (2024), their study also showed that job satisfaction significantly affects employee performance. The difference in research results is due to differences in the indicators used as research measuring tools. The sampling technique used by Husna, Yenni & Candra (2024) used saturated samples with 30 research samples, while in this study, cluster random sampling with 86 research samples. In addition, the analysis technique in the research of Husna, Yenni & Candra (2024) used SEM with the help of the Smart PLS program, while this study used multiple linear regression analysis using the SPSS application. The existing differences can make the results of this study different from those of previous studies. The reasons why job satisfaction variables have no significant effect on performance are: first because there are elements in indicators other than those asked by researchers that may affect performance, meaning that in this case, researchers conducting research only took three indicators that were close to the objectives in asking questions to respondents because according to researchers, these indicators are the indicators that best represent or are by the phenomena and facts when making observations. However, the results obtained by researchers from the questionnaires that have been distributed and processed state that job satisfaction variables have no significant effect on performance. Hence, the indicators used are also less appropriate. The study's results explain that job satisfaction is an aspect that affects and improves employee performance but is not significant. The researcher's suggestions play a crucial role in guiding the improvement of employee satisfaction, especially related to the work given to employees, the provision of wages that employees feel are not fair, and employee job promotions that have not been carried out openly, which results in employees feeling dissatisfied. If these improvements are made, it can improve employee performance, where employees will be able to work according to company expectations, employees will meet the quantity of work, and employees will complete work on

time.

5. Conclusion

Based on the study results from the discussion, it can be concluded that 1. There is a significant influence of work motivation, work discipline, and job satisfaction on the performance of Bank Sinarmas employees in Palembang City; 2. Work motivation significantly influences the performance of Bank Sinarmas employees in Palembang City; 3. Work discipline substantially influences the performance of Bank Sinarmas employees in Palembang City; 4. Job satisfaction has an insignificant influence on the performance of Bank Sinarmas employees in Palembang City. The company should pay more attention to the working conditions carried out by employees where there are still employees who feel burdened by the amount of work done; in addition, it is necessary to motivate employees so that employees have a high interest in achieving, and giving appreciation if employees complete the work targets that are their responsibility, this will affect employee performance, so that if these improvements are made, they can improve employee performance, so that employees can work according to the organization's expectations, employees will carry out their duties optimally, and employees will complete work on time. The company can carry out more intensive supervision, primarily for undisciplined employees, such as employees who do not arrive on time, employees who are often not at work during working hours, and employees who do not follow the direction of the leadership. If these improvements are made, it can improve employee performance, where employees will be able to work according to company expectations, employees will meet the quantity of work, and employees will complete work on time. Companies need to pay attention to employee satisfaction, especially related to the work given to employees. Fair wages play a significant role in this, as they make employees feel valued and respected, thereby boosting their performance. If these improvements are made, it can improve employee performance, where employees will be able to work according to company expectations, employees will meet the quantity of work, and employees will complete work on time.

References

- Daga, R., Hamu, M. A., & Nugrawan, S. (2021). Pengaruh Motivasi, Disiplin Kerja dan Kepemimpinan terhadap Kinerja Karyawan Dinas Pendidikan Kabupaten Sidenreg Rappang pada Masa Pandemi Covid 19. *Journal Of Management & Business*, Vol 4 (2) 510 - 517.
- Hartatik, & Indah, P. (2018). *Buku Praktis Mengembangkan SDM*. Yogyakarta: Laksana.
- Hasibuan, M. S. (2017). *Manajemen Sumber Daya Manusia*. Jakarta Timur: PT Bumi Aksara.
- Husna, S. N., Yenni, Z., & Candra, Y. (2024). Pengaruh Motivasi dan Disiplin Kerja terhadap Kinerja Karyawan melalui Kepuasan Kerja pada PT Bank Pengkreditan Rakyat. *Jurnal Pendidikan Tambusai*, Vol 8 (1) 13553 - 13562.
- Kasmir. (2019). *Manajemen Sumber Daya Manusia Teori dan Praktik*. Depok: PT Raja Grafindo Persada.
- Permana, P. C., & Pracoyo, A. (2021). Pengaruh Motivasi Kerja, Disiplin Kerja dan Kompensasi Finansial terhadap Kinerja Karyawan Bank BRI KC Sukamto. *Jurnal Ekonomi Manajemen dan Pembangunan*, Vol 7 (3) 80 - 89.
- Putro, M. S. (2020). Pengaruh Motivasi, Komitmen Organisasi dan Kepuasan Kerja terhadap Kinerja Karyawan Bank Jatim Kantor Cabang Dr Soetomo Surabaya. *Jurnal Ilmu &*

Riset Manajemen, Vol 9 (1) 1 - 16.

- Sanjaya, F. A., & Prijati. (2020). Pengaruh Motivasi, Disiplin Kerja dan Kompensasi terhadap Kinerja Karyawan pada PT BRI KC Surabaya Jemursari. *Jurnal Ilmu dan Riset Manajemen*, Vol 9 (11).
- Sedarmayanti. (2018). *Manajemen Sumber Daya Manusia Reformasi Birokrasi dan Manajemen Karyawan Negri Sipil*. PT Refika Aditama: Bandung.
- Suardi. (2019). Pengaruh Kepuasan Kerja terhadap Kinerja Karyawan pada PT Bank Mandiri Tbk Kantor Cabang Pontianak. *Journal Business Economics and Entrepreneurship*, Vol 1 (2) 10 - 18.
- Sutrisno, E. (2019). *Manajemen Sumber Daya Manusia*. Jakarta: Pranada Media Group.
- Wibowo. (2016). *Manajemen Kinerja*. Jakarta: PT Raja Grafindo Persada.
- Winanti, E. D. (2018). Pengaruh Motivasi Kerja, Disiplin Kerja dan Kepuasan Kerja Karyawan PT Bank Pengkreditan Rakyat Syariah Mandiri Mitra Sukses Gresik. *Universitas Muhammadiyah Gresik*.
- Wulansari, F. C. (2024). Pengaruh Motivasi, Disiplin dan Kepuasan terhadap Kinerja Karyawan Bank Nagaria Pusat Jalan Pemuda No 1 Padang. *Universitas Muhammadiyah Sumatera*.
- Yani, N. N., & Andani, K. W. (2024). Pengaruh Motivasi, Disiplin dan Kepuasan Kerja terhadap Kinerja Karyawan PT BPD Banten. *Jurnal Manajemen dan Kewirausahaan*, Vol 6 (1) 154 - 160.

Copyrights

Copyright for this article is retained by the author(s), with first publication rights granted to the journal.

This is an open-access article distributed under the terms and conditions of the Creative Commons Attribution license (<http://creativecommons.org/licenses/by/4.0/>)

