

The Effect of Motivation, Loyalty, and Competence on Employee Performance at Pharmaceutical Wholesalers in Palembang City

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Abstract

This study aims to determine the effect of motivation, loyalty and competence on employee performance jointly and partially at a pharmaceutical wholesaler company in the city of Palembang. The variables in this study were motivation, loyalty, and competence in performance. The population in this study was 1687 employees of pharmaceutical wholesalers in Palembang city with 243 samples. The sampling technique in this research was purposive sampling. The results of data analysis in this study showed that together motivation, loyalty, and competence variables had a significant effect on employee performance of the pharmaceutical wholesaler company in the city of Palembang. Individually the motivation variable has a significant impact on performance. The loyalty variable has a significant impact on performance and the competency variable significantly affected the performance of a pharmaceutical wholesaler company in the city of Palembang.

Keywords: motivation, loyalty, competence, employee performance.

1. Introduction

A company can be viewed as advancing and developing if it has resources that can support all company operational activities. In addition to good resources, the company must also plan the right goals and strategies to be achieved in the company's business activities. A part from being one of the resources owned by the company, employees are also one of the very important factors. Namely as one of the keys that determine the development of the company and as a driving tool to achieve the goals of the company itself.

According to (2018: 13) explained individual performance namely factors that influence the results of a person's work including individual competence, organizational support and management support. Thus, broadly speaking the performance of an employee is an individual thing because each employee has a different level of ability in carrying out their duties.

The role of employee motivation in work is very important because motivation can improve employee performance. Motivation is a dynamic process by which everyone can be motivated by different things.

In addition to motivation loyalty also has a relationship with the performance of an employee. Where loyalty is one of the important aspects in an effort to improve performance in the organization / company. If loyalty does not exist in an organization, the organization will not run well and smoothly.

In addition to motivation and loyalty, competence is also a variable that affects employee performance. Good competence certainly supports the good performance of the organization as a whole because it is one of the supporters of creating changes in improving employee performance.

The phenomenon that occurs in the company where the author's research found several problems namely employee performance. To see what the real conditions regarding the

performance of employees of pharmaceutical wholesale companies in the city of Palembang, the author conducted a pre-survey of 30 respondents representing each company that the author researched. Based on the results of the pre-survey conducted by the researcher. The following data were obtained :

The overall performance of employees has not been as expected especially for the issue of quantity and relationships between employees at work.

Meanwhile, motivational problems such as the behavior of employees who often complain about the workload received and the attitude of employees in creating a good work climate in the company are still felt to be lacking.

For loyalty problems such as employees are considered lacking in terms of participating in activities carried out by the company both within the scope of the company and outside the scope of the company and employees have not been able to provide votes or interesting ideas in order to improve employee performance.

For competency issues employees are still reluctant to participate if there is an increase in new knowledge in the form of programs in processing data on the grounds that it will increase workload.

2. Literature Review

2.1 Performance

According to Simamora (2018: 19) employee performance is the level at which employees reach job requirements. Kasmir (2016: 182) states that employee performance is the result of work and work behavior that has been achieved in completing tasks and responsibilities that have been given in a certain period. From several definitions of understanding employee performance above can conclude that employee performance is the level of success / ability of employees in carrying out / performing responsibilities given by the company. Employee performance has several indicators including: quality, quantity time, cost suppression, supervision and relationships between employees (Kasmir, 2016)

2.2 Motivation

According to Sekhar et al. (2013) explained that individual work motivation has a direct effect on the performance and preparedness of individuals and groups and has an indirect effect on organizational performance. Individuals who have work motivation will be more agile in their work and produce much better performance than individuals who are not work motivated. Motivation indicators according to Jones and George (2012: 175) among others are mentioned as follows: Employee Behavior is employees who are motivated to work can be seen from the good behavior shown by the employee. An employee's effort is an effort made by an employee during his employment. The harder and harder the efforts of an employee. It indicates that the employee has a high motivation in working in order to carry out and complete the tasks that have been assigned to him. Employee persistence is the attitude and willingness of employees to continue working even though faced with obstacles, obstacles and various kinds of problems in their work. Persistent employees at work show that employees have a high motivation in working.

2.3 Loyalty

According to Widhiastuti (2012: 21) loyalty is a measure to see whether an employee has a strong commitment or not to the company's organization. According to Powers (in Runtu: 2014)

explains the indicators of employee loyalty consist of: Willing to keep the company's business secrets. Behave to stay in the organization /company. Always contribute to the social activities of the organization / company. Willing to follow directions or instructions. Willing to cooperate and help colleagues. Able to offer suggestions for improving organizational / company performance.

2.4 Competence

Ma'aruf Abdullah (2014) summarizes of the definitions of competence from several experts. such as: Mc.Lelland. gives an opinion regarding competence. namely the basic characteristics of personnel that are the determining factor for a person's success or not in doing a job in a certain situation. According to Sedarmayanti (2017: 211) competence has indicators including: Knowledge, Skills and Attitude. With the knowledge, skills, and good attitudes possessed by employees, it will greatly affect the work of the employees themselves and indirectly also affects the organization / company in achieving the desired goals.

3. Research Method

3.1 Data

The research methods used in this study are descriptive research where this research is designed to describe the characteristics of people. events or situations and causal study where this research is used to test the relationship (influence) between one variable and another. The data used in this study were primary data and secondary data. The data collection method in this study is a questionnaire (google form). The population in this study was 1687 population from 43 companies. and the total sample was 243 respondents from 9 companies of pharmaceutical wholesalers in Palembang city.

In this study. the method used in data collection was a questionnaire and the instrument used was a questionnaire/google form namely data collection through a list of questions/written statements compiled to obtain information or information from several respondents. The data expected to be collected from this instrument is all primary data relating to motivation (X_1). loyalty (X_2) and competence (X_3) as well as employee performance (Y). As for the instrument test. validity tests and reliability tests are used which aim to ensure that the questionnaires we compile will be really good at measuring symptoms and producing valid. reliable and consistent data if the measurements are repeated. According to Ghazali (2018: 51) the validity test is used to measure the validity or validity of a questionnaire. A questionnaire is said to be valid if the question or statement on the questionnaire is able to reveal something that the questionnaire measured. Reliability is actually a tool for measuring a questionnaire that is an indicator of a variable or construct. A questionnaire is said to be reliable or reliable if a person's answer to a question or statement is consistent or stable over time Ghazali (2018 : 45).

Table 1. Description of respondent characteristics

Characteristics		Respondent	Percentage
Gender	Male	116	47.7 %
	Female	127	52.3 %
Educational Background	Senior high school	6	2.47 %
	Diploma	129	53.09 %
	Bachelor	108	44.44 %

Age	20 - 25 y.o	27	11.11 %
	26 - 30 y.o	107	44.03 %
	31 - 35 y.o	50	20.58 %
	> 36 y.o	59	24.28 %
Working Period	< 1 year	0	0 %
	1 - 5 years	124	51 %
	6 – 10 years	114	47 %
	> 10 years	5	2 %

3.2 Multiple Linear Regression Analysis

This study aims to see the influence between independent variables and dependent variables with a scale of measurement or ratio in a linear equation. In this study a multiple linear regression analysis was used with the following regression equation model:

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + e$$

Where :

Y = Performance

a = Constant

X₁ = Motivation

X₂ = Loyalty

X₃ = Competence

b_{1.2.3} = Regression coefficient

e = Error term

3.3 F-test

The F test is used to determine the influence of free variables (X₁, X₂ and X₃) together on the bound variables (Y). The steps of the F test are as follows:

H₀ : rejected and H_a accepted if F_{count} > F_{table} with Sig 0.05

H₀ : was accepted. and H_a was rejected if F_{count} ≤ F_{table} with Sig 0.05

H₀ : There was no effect of motivation. loyalty and competence on employees performance of pharmaceutical wholesalers in Palembang city.

H_a : There was an Effect of motivation. loyalty and competence on employees performance of pharmaceutical wholesalers in Palembang city.

3.4 t-Test

The t Test is used to determine the partial/individual influence of independent variables (X₁, X₂ and X₃) on dependent variables (Y). The steps in the hypothesis test partially are as follows:

H₀ : was rejected. and H_a was accepted if t_{count} > t_{table} with Sig 0.05.

H₀ : was accepted. and H_a was rejected if the t_{count} ≤ t_{table} with Sig 0.05.

H₀ : There was no partial effect of motivation. loyalty and competence on employees

performance of pharmaceutical wholesalers in Palembang city.

H_a : There was a partial effect of motivation, loyalty and competence on employees performance of pharmaceutical wholesalers in Palembang city.

4. Findings and Discussions

Test validity by Cronbach's Alpha method the r_{count} value represented by the Corrected Item-Total Correlation value with the help of SPSS for windows version 23.0. Then the validity test results for each research variable are as follows:

Table 2. Validity test results

Variables	Questions (indicator)	r_{count}	$r_{\text{table}}(n=30)$	Description
Performance (Y)	Y.P1	0.757	0.361	Valid
	Y.P2	0.769	0.361	Valid
	Y.P3	0.734	0.361	Valid
	Y.P4	0.690	0.361	Valid
Motivation (X ₁)	X1.P1	0.682	0.361	Valid
	X1.P2	0.696	0.361	Valid
	X1.P3	0.763	0.361	Valid
	X1.P4	0.653	0.361	Valid
Loyalty (X ₂)	X2.P1	0.836	0.361	Valid
	X2.P2	0.814	0.361	Valid
	X2.P3	0.655	0.361	Valid
	X2.P4	0.482	0.361	Valid
Competence (X ₃)	X2.P1	0.649	0.361	Valid
	X2.P2	0.812	0.361	Valid
	X2.P3	0.604	0.361	Valid
	X2.P4	0.710	0.361	Valid

Source: Data processed by researchers (2022)

Based on the validity test in table 2, the overall indicators used in each question item in this study are said to be valid because the overall indicators used have a r_{count} value of $> r_{\text{table}}$.

Reliability test can be carried out jointly on all question items. If the value of Cronbach Alpha ≥ 0.6 then it is reliable. If the value of Cronbach Alpha < 0.6 then it is not reliable.

Table 3. Reliability test results

Variables	Cronbach's Alpha	Reliability Standards	Description
Performance (Y)	0.720	0.6	Reliabel
Motivation (X ₁)	0.631	0.6	Reliabel

Loyalty (X ₂)	0.665	0.6	Reliabel
Competence (X ₃)	0.643	0.6	Reliabel

Source: Data processed by researchers (2022)

Based on the reliability test in table 3, the overall indicators used in each question item in this study are said to be reliable because the overall indicators used have a value of > 0.6.

4.1 Multiple Linear Regression Analysis

Multiple linear regression analysis is used to measure the influence of motivation, loyalty and competence on the performance of employees of pharmaceutical wholesale companies in the city of Palembang. Multiple linear regression analysis in this study using SPSS 23.0 For Windows with the following output results:

Table 4. Multiple linear regression analysis

Coefficients ^a			
Model	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
1 (Constant)	.052	.247	
Motivasi	.441	.064	.356
Loyalitas	.313	.053	.285
Kompetensi	.307	.051	.307

a. Dependent variable: kinerja karyawan

Source: Data processed by researchers 2022

$$Y = 0.52 + 0.441 X_1 + 0.313 X_2 + 0.307 X_3$$

Based on table 4 above, it shows that the constant value of 0.52 (positive) shows that if the variables of motivation, loyalty, and competence are absent. Then the employee performance remains positive. It illustrates that employee performance remains even without being affected by the variables of motivation, loyalty, and competence.

The value of the coefficient of the motivation variable is 0.441 (positive). This states that if the motivation (X₁) increases then the employee's performance (Y) will increase or it can also be said that the higher the motivation (X₁) of an employee. The more able to improve employee performance (Y). The value of the loyalty variable coefficient is 0.313 (positive). This states that if loyalty (X₂) increases then employee performance (Y) will increase or it can also be said that the higher the loyalty (X₂) of an employee. It will be able to improve employee performance (Y). The value of the competency variable coefficient is 0.307 (positive). This states that if the competence (X₃) of an employee has increased then employee performance (Y) will increase as well.

The results of the multiple linear regression analysis above show that the variables of motivation, loyalty and competence play a role in influencing employee performance so it can be concluded that motivation, loyalty, and competence are factors that greatly affect the

performance of employees of pharmaceutical wholesale companies in the city of Palembang.

Table 5. ANNOVA

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	35.528	3	11.843	91.619	.000 ^b
Residual	30.894	239	.129		
Total	66.422	242			

a. Dependent variable: kinerja karyawan

b. Predictors: (constant). kompetensi, loyalitas, motivasi

Source: Data processed by researchers 2022

Table 6. t-Test

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	.052	.247		.212	.832
Motivasi	.441	.064	.356	6.847	.000
Loyalitas	.313	.053	.285	5.943	.000
Kompetensi	.307	.051	.307	6.057	.000

a. Dependent variable: kinerja karyawan

Source: Data processed by researchers 2022

4.2 Hypothesis testing

Based on table 5, it can be seen that the calculated $F_{\text{value}}(91.619) > F_{\text{table}}(2.64)$ with a sig level. $F 0.000 < 0.05$ (significant) then H_0 rejected and H_a received meaning that there was an effect of motivation, loyalty, and competence on the performance of employees of pharmaceutical wholesaler companies in the city of Palembang.

Based on the output of table 6, it can be concluded as follows: the calculation value for motivation is $6.847 > t_{\text{table}} 1.96994$ with a sig.t level of $0.000 < \text{sig.} \alpha 0.05$ (significant) then the H_0 rejected H_a is accepted meaning that there is an effect of motivation on employees performance of pharmaceutical wholesaler companies in the city of Palembang. The calculated value for loyalty is $5.943 > t_{\text{table}} 1.96994$ with a sig.t level of $0.000 < \text{sig.} \alpha 0.05$ (significant). then H_0 rejected H_a received. This means that there is an effect of loyalty on employees performance of pharmaceutical wholesale companies in the city of Palembang. The calculated value for competence is $6.057 > t_{\text{table}} 1.96994$ with a sig t level of $0.000 < \text{sig.} \alpha 0.05$

(significant) then the H_0 rejected H_a is accepted, meaning that there is an effect of competence on employees of pharmaceutical wholesaler companies in the city of Palembang

Table 7. Coefficient determination

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.731 ^a	.535	.529	.35953

a. Predictors: (Constant). Kompetensi. Loyalitas. Motivasi

b. Dependent Variable: Kinerja Karyawan

Source: Data processed by researchers 2022

Based on the calculation results in table 7, an Adjusted R Square value (coefficient of determination) of $0.529 \times 100\% = 52.9\%$ was obtained, meaning that the variables of motivation, loyalty, and competence were able to contribute to the ups and downs of the performance of employees of pharmaceutical wholesaler companies in the city of Palembang by 52.9%. While the remaining 47.1% is explained by other variables that are not included in this study, such as leadership, organizational culture, job satisfaction, work environment and others.

5. Conclusion

Based on the results of research and discussion, it can be concluded that motivation, loyalty, and competence together have a significant effect on the performance of employees of pharmaceutical wholesale companies in the city of Palembang. Motivation has a significant effect on the performance of employees of pharmaceutical wholesale companies in the city of Palembang. Loyalty has a significant effect on the performance of employees of pharmaceutical wholesale companies in the city of Palembang. Competence has a significant effect on the performance of employees of pharmaceutical wholesale companies in the city of Palembang.

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