Work Motivation and Work Discipline on The Performance of Grab Drivers in Palembang

Motivasi Kerja dan Disiplin Kerja terhadap Kinerja Driver Grab di Palembang

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ABSTRACT

The research objective was to examine the influence of work and work motivation disciplinary variable on the performance of Grab Palembang drivers. Population In this study, the number of Grab Palembang drivers cannot be known certainty. The number of samples used was 96 drivers and was determined using Slovin formula. The sampling technique uses accidental sampling. The data type is primary where the data collection method uses a questionnaire given to the driver faced. Data analysis techniques include multiple linear regression, t test, F test and coefficient of determination (R2). The result of data analysis shows that motivation and work discipline have a significant effect on the performance of Grab Palembang drivers, both partially and simultaneously. The coefficient of determination (R2) is 0.337 which means that the independent variables consist of work motivation and Work discipline affects the performance of Grab Palembang drivers by 33.7%. the remaining 66.3% is influenced by other variables.
Keywords: Work Motivation, Work Discipline, Performance

ABSTRAK

Tujuan penelitian adalah untuk menguji pengaruh motivasi kerja dan kerja variabel kedisiplinan terhadap kinerja driver Grab Palembang. Populasi dalam penelitian ini adalah seluruh driver Grab Palembang yang tidak dapat diketahui jumlahnya kepastian. Jumlah sampel yang digunakan adalah 96 pengemudi dan ditentukan dengan menggunakan Slovin rumus. Teknik pengambilan sampel menggunakan accidental sampling. Jenis datanya primer dimana metode pengumpulan datanya menggunakan kuesioner yang diberikan kepada pengemudi dihadapi. Teknik analisis data meliputi regresi linier berganda, uji t, uji F dan koefisien determinasi (R2). Hasil analisis data menunjukkan bahwa motivasi dan disiplin kerja berpengaruh signifikan terhadap kinerja driver Grab Palembang, baik secara parsial maupun serentak. Koefisien determinasi (R2) adalah 0,337 yang berarti bahwa variabel bebas yang terdiri dari motivasi kerja dan Disiplin kerja berpengaruh terhadap kinerja driver Grab Palembang sebesar 33,7%. sisanya 66,3% dipengaruhi oleh variabel lain.
Kata kunci: Motivasi Kerja, Disiplin Kerja, Kinerja

1. Introduction

The company is said to be advanced and successful not only seen from the amount of profit earned by the company, but there are several other supporting factors, one of which is the quality of the company's human resources (Amri & Ramdani, 2021). Improving employee performance is very important in an organization, because with high employee performance will be able to increase employee work productivity with increased productivity, the goals of the organization will be achieved. To achieve the desired goals, leaders need to motivate employees, and also improve work discipline (Razak et al., 2018). According to (Hasibuan, 2017) "Discipline is one's awareness and willingness to comply with all company regulations and applicable norms."

Awareness is the attitude of someone who voluntarily obeys all rules and is aware of their duties and responsibilities (Maryani et al., 2021).

Grab, as one of the businesses in the transportation sector that implements online applications in its operations, is also not immune from competition. Grab Taxi was founded in 2012 in kuala lumpur malaysia by Anthony Tan Tan Hooi Ling This company is engaged in transportation services as an intermediary that connects motorcycle taxi drivers with customers. Grab is one of the growing transportation service businesses in the city of Palembang. Grab in carrying out its operational activities involves partner drivers which are spread in various regions, so that they have a wide range of services very wide. For people in Palembang City, use Grab taxi services or something like this is a necessity. For that, the provider services including drivers must provide good service according to what is required expected by customers.

Thus the performance of the driver is very important to be noticed by the company. In connection with the description of the background above, the researcher is interested in conducted research with the title: Study of the Influence of Work Motivation and Work Discipline on the Performance of Palembang City Grab Drivers The formulation of the problem in this study are: does motivation have an effect on the performance of Palembang City Grab drivers?, does work discipline have an effect on the performance of Palembang City Grab drivers?, what is work motivation and discipline Does work affect the performance of Palembang city Grab drivers? While goals this research is to determine the effect of work motivation on performance Palembang City Grab drivers, to determine the effect of work discipline on Palembang City Grab driver performance, to determine the effect of work motivation and work discipline on the performance of Palembang City Grab drivers.

2. Methods

The population in this study is the number of Grab drivers in Palembang City cannot be known with certainty. The number of samples is determined as many as 96 respondents using the Slovin formula. Sampling technique on This research uses accidental sampling technique. The type of data used is primary data, with data collection techniques using a questionnaire. The variables in this study include motivation and work discipline as variables independent, while the dependent variable is driver performance. As for definitions operational variables are as follows:

1. Motivation
   Motivation in this study is the perception of the related respondents with his work motivation as a Grab driver. According to Hasibuan (in Kusuma, 2016) indicators to determine work motivation in employees are:
   a) Physical needs
   b) The need for security and safety
   c) Social needs
   d) The need for appreciation
   e) The need for self-realization
2. Discipline
   Discipline is the perception of respondents related to work discipline as a Grab driver. According to (Hasibuan, 2014) influencing indicators the level of employee discipline of an organization, is as follows:
   a) Goals and Capabilities
   b) Leadership Example

      c) Refund
      d) Justice
      e) Waskat
3. Employee Performance
Performance is the perception of respondents related to their work results carry out his duties as a Grab driver. According to (Robin, 2016) for measure performance using the following indicators:
      a) Quality of work.
      b) Working quantity.
      c) Punctuality.
      d) Effectiveness.
      e) Independence

      Indicators for compiling instrument items in the form of question (questionnaires). Respondents' responses were measured using a Likert Scale, namely: strongly agree (score 5), agree (score 4), disagree (score 3), disagree (score 2), strongly disagree (score 1). The data analysis technique used in this study is multiple linear regression analysis, F test, t test, and the coefficient of determination (R2). The multiple linear regression equation is as follows: $Y = a + b_1 X_1 + b_2 X_2 + \epsilon$

Information:
Y = Driver Performance
a = Constant
b1 = Regression Coefficient of work motivation variable
b2 = Regression Coefficient of work discipline variable
X1 = Work Motivation
X2 = Work Discipline
ϵ = Errors

3. Results and Discussion

Validity test
      The validity test aims to test the accuracy of the instrument in measuring motivation, work discipline and driver performance. Correlation of question items for variables of motivation, work discipline and employee performance has r-count > r-table. With
Thus all question items are declared valid.

Reliability Test
      The reliability test aims to determine the magnitude of the instrument's trust index. To determine the level of reliability of the questionnaire used Alpha Cronbach formula. Based on the results of the reliability test for all variables in this study, it shows that all the instruments used are reliable so that these instruments can be used.

Multiple Linear Regression Analysis
      Multiple linear regression analysis is used to determine the effect of work motivation, work discipline on driver performance. The calculation of multiple linear regression analysis using the help of SPSS version 22 software obtained the print out results as follows:

Tabel 1. Multiple Linear Regression Analysis

Variabel	Regression Coefficient	t-count value	Sig
Constant	6.709	3.657	.000
Work Motivation	0.533	3.963	.000
Work Discipline	0.355	3.855	.000
F-count=23,644			
Adjust-R2= 0.337			

Source: 2023 data processing

From the calculation results in table 1 above, a linear regression equation is obtained double as follows:

$$Y = 6,709 + 0.533X1 + 0.335X2$$

Based on table 1, the t-count value for the work motivation variable (X_1) is 3.963 with a sig value of 0.000. This shows that work motivation has an effect significantly to the performance of Grab drivers in Palembang The t-count value for the work discipline variable (X_2) is 3.855 with a sig of 0.000. This shows that work discipline has a significant effect on Grab driver performance in Palembang Based on table 1, the F-count value is 23.664 with a sig of 0.000. This shows that work motivation (X_1) and work discipline (X^2) affect the performance of Grab drivers in Palembang. Based on the value of the coefficient of determination (R^2) indicates the magnitude contribution to the effect of motivation and work discipline on Grab's performance in Palembang by 33.7%.

4. Conclusions

Based on the results of data analysis and discussion above, it can be drawn conclusion as follows: Work motivation has a positive and significant effect on the performance of Palembang City Grab drivers. Work discipline has a positive and significant effect on the performance of Palembang City Grab drivers. Work motivation and work discipline simultaneously have a positive and significant effect on the performance of Palembang City Grab drivers

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