

# Analysis of Influence of Motivation, Discipline, Training and Leadership on Performance of Employees Marketing Funding Bank Danamon Jakarta

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## Abstract

This study aims to look at employee performance, especially the Marketing Funding section at PT. Bank Danamon Indonesia Jakarta branch. The planned activities (1) Formulate problems. (2) Develop a frame of mind. (3) Arrange hypotesis. (4) Perform data experiment / processing. (5) Drawing conclusions. (6) Reporting and scientific publications in ISSN journals.

**Keywords:** Employee Performance.

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## BACKGROUND

Human resource management is a collection or series of decision makers regarding employment relations that affect the effectiveness of employees in a company organization. To increase work productivity in daily tasks as a workforce or as a controller of all organizational activities of a company, it can be done in many ways including guidance by providing effective leadership and providing continuous training and providing examples of high discipline by providing motivation well. Motivation, Discipline, Training and Leadership have a role in improving Employee Performance, because without all of this it is clear the meaning of the goals of the organization in a company becomes weak. These conditions can lead to situations where individuals only work to achieve personal goals, while the overall goals of the organization become inefficient in achieving the goals set. Therefore Motivation, Discipline, Training and Leadership are needed in an organization to achieve success.

In the competition in the banking world it is not an easy thing, especially competition in the provision of services through superior products owned

by each bank itself. Each bank will very actively provide convenience in doing transactions either through the internet site, 24-hour non-stop service or through friendly and touching customer service, but also crisis factors related to the success of an organization by measuring how well its employees are in work, and enthusiastic in serving customers by using existing information and facilities so as to ensure the fulfillment of the fulfillment of the standardization of duties and responsibilities of a Marketing Funding at PT. Bank Danamon Indonesia, especially in the Jakarta Branch.

## RESEARCH PURPOSES

To find out the significant influence between:

- Motivation of Employee Performance from Marketing Funding at PT. Bank Danamon Indonesia Jakarta Branch.
- Discipline on Employee Performance from Marketing Funding at PT. Bank Danamon Indonesia Jakarta Branch.

- Training on Employee Performance from Marketing Funding at PT. Bank Danamon Indonesia Jakarta Branch.
- Leadership on Employee Performance from Marketing Funding at PT. Bank Danamon Indonesia Jakarta Branch.
- Motivation, discipline and training and leadership together to Employee Performance from Marketing Funding at PT. Bank Danamon Indonesia Jakarta Branch.

## LITERATURE REVIEW

### Motivation

The definition of motivation stated by Raden Lestari Garnasih [1] is psychological forces that determine the direction of an individual's behavior in an

organization, the level of effort and perseverance of a person.

### Discipline

Discipline is the awareness and willingness of a person to obey all company regulations and social norms that apply [2].

Work discipline can be interpreted as the implementation of management to reinforce organizational guidelines [3]. There are two forms of work discipline, namely [4]: Preventive Discipline and Corrective Discipline.

### Training

According to Mathis and Jackson in Priansa [5], types of training:

No	Alasan	Penjelasan
1.	Routine Training	The required and routine training is carried out to fulfill various legal requirements that are required and act as training for all employees (new employee orientation)
2.	Technical Training	Job / technical training allows employees to do their jobs, tasks and responsibilities well, for example: knowledge of products, technical processes and procedures, and customer relations..
3.	Interpersonal Training and Problem Solving	Intended to address operational and interpersonal problems and improve relations in organizational work, for example: interpersonal communication, managerial or supervisory skills, conflict resolution.
4.	Innovative and Development Training	Providing a long-term focus on improving individual and organizational capabilities for the future, for example business practices, executive development, and organizational change.

### Leadership

According to Robbins [6] leadership is the ability to influence a group towards achieving a vision or goal set. And according to Sutikno [7] "Leadership is a process that influences group activities that are set to achieve common goals"

### The performance

Performance in English is called job performance or actual performance or level of performance, which is the level of employee success in completing work. Performance is an embodiment of ability in the form of real work. Performance is the result of work achieved by employees in carrying out tasks and jobs in the organization [5].

## RESEARCH METHODS

### Design and Research Stages

The research design used by researchers in this study is causal research. According to Sugiyono [8] causal is a causal relationship where the independent variable influences the dependent variable. This study

aims to test the hypothesis about the effect of one or several variables on other variables with a statistical test. Where this study aims to determine the effect of Motivation (X1), Discipline (X2), Training (X3) and Leadership (X4) on Employee Performance (Y).

The population of this study is the real recapitulation of Bank Danamon Indonesia's Marketing Funding as of March 2018 totaling 185 people.

### Data Collection Techniques

Samples are part of the number and characteristics possessed by the population and sampling is done by simple random sampling technique that is sampling of members of the population randomly and proportionally without regard to strata in the population.

According to Sugiyono [8] the sample is part of the number and characteristics possessed by the population. Determination of the amount of sampling is done by the Slovin formula:

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

Dimana:

n = sampel  
N = population  
E = % Error.

$$n = \frac{185}{1 + 185(0,1)^2}$$

n = 65 sampel

#### Data collection techniques that will be used in this study are as follows

- Field research by conducting research directly on the object of research to obtain data, information and other information needed.
- Questionnaire creation for respondents: data collection through a list of questions / statements with answers provided to be chosen (closed questionnaire) submitted to parties directly related to the problem to be examined
- Literature study: collecting data by theoretically examining the library to obtain theories related to and supporting the problem to be examined.

#### Variable Definition and Measurement

This study involved five variables, namely Y variable (employee performance), X1 variable (motivation), X2 variable (discipline), X3 variable (training) and X4 variable (leadership).

So that the research concept can be investigated empirically, the concept must be operationalized by transforming it into a variable or something that has a variable value.

In this research, to prove the hypothesis that has been made two analyzes are carried out using simple linear regression and multiple linear regression

All data collected is grouped, tabulated and made calculations. Weighting using the Linkert scale on respondents' answers on each of the variables studied Teknik dan Metode Analisa Data

### RESEARCH RESULTS AND DISCUSSION

The objects of research are Motivation, Discipline, Training and Marketing Funding Leadership of Bank Danamon Indonesia, amounting to 65 people with demographics as shown in the following table:

#### Descriptive Respondents based on Gender

For the Gender most respondents are 39 women out of 65 people, this is understandable because in the banking world women are more able to touch customers in placing third party funds

Gender of Respondents					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Men	26	40.0	40.0	40.0
	Woman	39	60.0	60.0	100.0
	Total	65	100.0	100.0	

#### Descriptive Respondents based on Final Education

Descriptive respondents mostly based on Final Education (78% as many as 51 people out of 65 people) are Bachelor (Strata 1), this is one of the requirements when recruiting

Education of Respondents					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D3	9	13.8	13.8	13.8
	Lainnya	5	7.7	7.7	21.5
	S1	51	78.5	78.5	100.0
	Total	65	100.0	100.0	

#### Descriptive Respondents based on Age

For the age of most respondents as marketing funding ranged in age from 20-29 years with presentations of 38.5% (as many as 25 people) and

followed by ages around 30-39 years with presentations of 35.4% (as many as 23 people) of total respondents totaling 65 person. Age range is the productive age for a marketing funding.

age of respondent					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	> 40 th	17	26.2	26.2	26.2
	20- 29 th	25	38.5	38.5	64.6
	30-39 th	23	35.4	35.4	100.0
	Total	65	100.0	100.0	

#### Descriptive Respondents based on length of work

If we look at the respondent's data, it is seen that the length of time most respondents work is over 5 years (there are 41.5%) as many as 27 people from 65

respondents, it can be concluded that they feel quite comfortable working at Bank Danamon as marketing funding.

Years of Respondents' Work					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 2 Thn	12	18.5	18.5	18.5
	> 5 Thn	27	41.5	41.5	60.0
	2 - 5 Th	25	38.5	38.5	98.5
	Lainnya	1	1.5	1.5	100.0
	Total	65	100.0	100.0	

Correlations						
		Motivasi	Disiplin	Pelatihan	Kepemimpinan	Kinerja
Motivasi	Pearson Correlation	1	.908**	.903**	.567**	.849**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	64	64	64	64	64
Disiplin	Pearson Correlation	.908**	1	.912**	.574**	.886**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	64	65	65	65	65
Pelatihan	Pearson Correlation	.903**	.912**	1	.588**	.887**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	64	65	65	65	65
Kepemimpinan	Pearson Correlation	.567**	.574**	.588**	1	.696**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	64	65	65	65	65
Kinerja	Pearson Correlation	.849**	.886**	.887**	.696**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	64	65	65	65	65

\*\* . Correlation is significant at the 0.01 level (2-tailed).

From the above table statement it can be concluded that each variable is valid and significant because the value of sig (2 tailed) is below 0.05 of the 65 respondents.

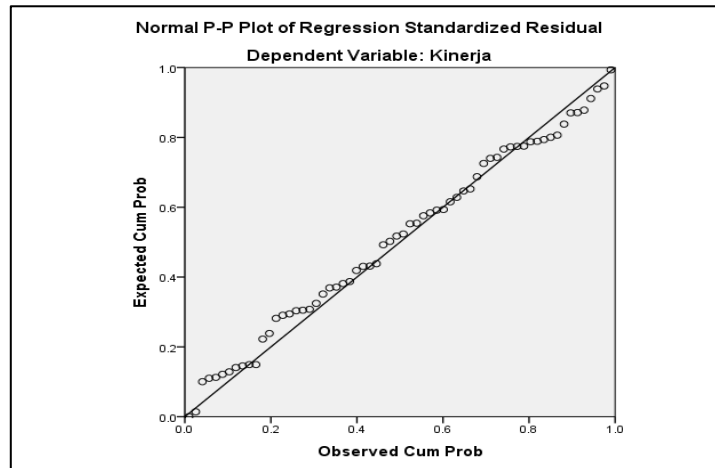
Reliability Statistics	
Cronbach's Alpha	N of Items
.977	25

#### Analysis of Reliability

Based on the test results it is known that the Cronbach alpha value is 0.977, so this number is greater than the minimum Cronbach alpha value of 0.6. Therefore it can be concluded that the research instrument used to measure the variables of motivation, discipline, training, leadership and performance can be said to be reliable and reliable.

## Uji Kualitas Data

### Normality test



**NPP of Regression Standardized Residual**

### Correlation Coefficient

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.929 <sup>a</sup>	.863	.854	1.89889
a. Predictors: (Constant), Kepemimpinan, Motivasi, Pelatihan, Disiplin				

Simple linear regression analysis conducted with the SPSS program can be seen that the coefficient of correlation  $R = 0,929$  which means the strength of the relationship between leadership, motivation, training and discipline variables to positive performance and has a very high correlation.

### Coefficient of determination

The coefficient of determination or R Square of 0.863 is the square of the correlation coefficient. This shows 86.3% of the dependent variable (Performance) is determined by factors of leadership, motivation, training and discipline while the remaining 13.7% is determined by other factors.

### T test

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.278	1.112		-.250	.804
	Motivation	.021	.113	.024	.185	.854
	Discipline	.323	.109	.398	2.976	.004
	Training	.378	.138	.360	2.739	.008
	Leadership	.340	.083	.246	4.104	.000
a. Dependent Variable: the performance						

### F test or ANOVA test

With the help of the SPSS program, a F count of 92,976 was obtained, while the critical price of the F table with a caretaker degree 1 and the denominator of 63 at a significant level of 0.05 was 3.993. Thus if F

arithmetic  $(92,976) > F$  table  $(3,993)$  so clearly  $H_0$  is rejected and  $H_a$  is accepted, this shows that the regression model of leadership, motivation, training and discipline variables has a significant effect on the Performance variable.

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1341.008	4	335.252	92.976	.000 <sup>b</sup>
	Residual	212.742	59	3.606		
	Total	1553.750	63			
a. Dependent Variable: Performance						
b. Predictors: (Constant), Leadership, Motivation, Training, Discipline						

## CONCLUSIONS AND SUGGESTIONS

### Conclusion

From the results of data analysis and hypothesis testing the following conclusions can be drawn:

- There is a significant influence between motivations on Employee Performance of Marketing Funding at PT. Bank Danamon Indonesia Jakarta Branch.
- There is a significant influence between disciplines on Employee Performance of Marketing Funding at PT. Bank Danamon Indonesia Jakarta Branch.
- There is a significant influence between training on Employee Performance of Marketing Funding at PT. Bank Danamon Indonesia Jakarta Branch.
- There is a significant influence between leadership on Employee Performance of Marketing Funding at PT. Bank Danamon Indonesia Jakarta Branch.
- There is a significant influence between motivation, discipline and training and leadership together on the Employee Performance of Marketing Funding at PT. Bank Danamon Indonesia Jakarta Branch.

### Suggestion

#### Banking services

- More able to empower HR in the activities of achieving targets through an important role in motivation, discipline, training and leadership in marketing funding performance so that HR feels the organizational goals are part of the HR objectives in it to be more responsible in achieving those goals.
- Organizations can better understand and apply more advanced technology in the face of market competition to support the duties and responsibilities of a marketing funding.

- Achievement of maximum performance will be the basis for reference from the company's Top Management in order to create a predetermined Vision and Mission.

### General public

- Knowledge of the work processes and responsibilities of a marketing funding and further analysis for the general public to be able to digest every product that will be provided by banks and apply the independent variables in this research to be applied and run on other similar companies or companies that are not the same kind.
- As a material for further agreement with a broader conceptual study, it can affect the performance of marketing funding or similar related sections.
- As input for comparative studies in research for other banking marketing.

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