

---

## THE EFFECT OF SOCIAL SECURITY ON EMPLOYEE PERFORMANCE WITH WORK MOTIVATION AS AN INTERVENING VARIABLE

(Case Study on Employees of United Kingdom Medical Doctor and Nurses)

Maurizio Zanardi<sup>1</sup>, Stephen Martin<sup>2</sup>

(University of Surrey-UK)<sup>1</sup>

(Purdue University, USA)<sup>2</sup>

---

### *Abstract*

*In this study the population was Employees of United Kingdom Medical Doctor and Nurses, namely as many as 950 people. From the basis for determining the writer's sample based on the Slovin formula with an error tolerance of 10%, the number for the sample is 91 respondents. the first hypothesis is accepted, meaning that location accessibility (X) has a significant effect on community satisfaction (Y1). the second hypothesis is rejected, meaning that location accessibility (X) has no significant effect on community satisfaction (Y2). the third hypothesis is accepted, meaning that service quality (Y1) is an intervening variable that mediates the effect of location accessibility (X) on community satisfaction (Y2).*

**Keywords:** Human resource management, Location accessibility, Service quality, Satisfaction

---

### INTRODUCTION

Various kinds of efforts are made by companies to deal with problems in facing competition in order to achieve the desired success of the company. The success that is expected by the company is inseparable from the active role of employees who are able to complete the work according to the target. Employees are a valuable asset owned by the company. Without employees, the company's resources cannot be maximized. Retaining and developing employees is a mandatory duty of the company, by giving more attention to employees to contribute actively and reduce employee turnover rates. One of them is the provision of compensation in accordance with the workload of employees. The term performance comes from the word job performance or actual performance (work achievement or actual achievement achieved by a person). Mangkunegara (2015: 67) the notion of performance (work achievement) is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

According to Law No. 40 of 2004, social security is a form of social protection to ensure that all people can meet their basic needs for a decent life. that everyone has the right to social security to be able to meet the basic needs of a decent life and increase their dignity towards the realization of a prosperous, just and prosperous Indonesian society; and to provide comprehensive social security, the state develops a National Social Security System for all Indonesian people; The health social security program is currently a polemic for many companies in various industries in Indonesia, it is the obligation of the government that requires every company to provide health social security to its employees. This is sometimes a burden for the company,

Maurizio Zanardi, Stephen Martin

Hasibuan (2010: 143), motivation is a skill, in directing employees and organizations to want to work successfully, so that the wishes of employees and organizational goals are simultaneously achieved. Based on the description of the opinions of the experts above, it can be concluded that motivation is an encouragement or stimulus that makes a person do the work he wants voluntarily without feeling forced so that the work done can go well or produce something satisfying. Apart from that, based on the government regulations regarding regional minimum wage equality PP.78, of course we hope that more and more Indonesian workers will increase their welfare, including all employees of United Kingdom Medical Doctor and Nurses. However, this is different from the reality, it turns out that there are still several categories of workers in this company who have not enjoyed the equal minimum wage. Of course this will have a negative impact on the performance of these employees plus the increasing value of decent living needs at this time will certainly make a very significant decrease in performance in the company.

This research found several things that are phenomena and facts that are currently happening in the company where it was found that there was a lack of motivation provided by the company to all employees in terms of adding forms of compensation needed by employees so that they are better at completing their work then social security is provided. has not been clearly manifested in the company and is given to all employees so that the performance of employees decreases.

## LITERATURE REVIEWS

### Human Resource Management

According to Handoko (2011: 3), human resource management is the withdrawal, selection, development, maintenance, and use of human resources to achieve both individual and organizational goals. Human resource management is the process of acquiring, training, assessing, and compensate employees and to administer labor relations, health and safety, and equity-related matters.

### Social Security

According to Law No. 40 of 2004, social security is a form of social protection to ensure that all people can meet their basic needs for a decent life. that everyone has the right to social security to be able to meet the basic needs of a decent life and increase their dignity towards the realization of a prosperous, just and prosperous Indonesian society; and to provide comprehensive social security, the state has developed a National Social Security System for all Indonesian people.

### Motivation

Motivation is an encouragement that arises from within a person to carry out a job. Motivation according to (Hariandja, 2002) in (Herdianto, 2010) is defined as factors that direct and encourage behavior or a person's desire to carry out an activity expressed in the form of hard or weak effort. Understanding of motivation is very important in achieving goals, namely productivity and efficiency.

Maurizio Zanardi, Stephen Martin

## Performance

According to Anwar Prabu Mangkunegara (2009) argues that: "Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him". According to Sedarmayanti (2011) reveals that: "Performance is a translation of performance which means the work results of an employee, a management process or an organization as a whole, where the work results must be shown concretely and can be measured (compared to predetermined standards). ." Based on the definitions above, it can be stated that performance is a work result achieved by an employee in accordance with predetermined standards and criteria within a certain period of time.

## METHODS

In this study, the population was employees of United Kingdom Medical Doctor and Nurses, totaling 31 people. Because the target population is less than 100, the sampling technique used is the census method, where the entire population is 31 employees of United Kingdom Medical Doctor and Nurses.

Data analysis is a desire to classify, make a sequence, manipulate and abbreviate data so that it is easy to read and understand. In other words, data analysis activities are raw data that has been collected needs to be categorized or divided into several categories or groups, abbreviated in such a way that the data can answer problems according to research objectives and can test hypotheses (Silaen and Widiyono, 2013).

## RESULTS AND DISCUSSION

### Multiple Linear Regression Testing

#### Multiple Linear Regression Results

		Coefficients <sup>a</sup>					Collinearity Statistics	
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	tolerance	VIF
Model		B	std. Error	Betas				
1	(Constant)	.513	2,200		.233	.817		
	Guarantee_Social_X	.455	.138	.399	3,298	.003	.822	1.217
	Motivation_Work_Y1	.552	.119	.561	4,636	.000	.822	1.217

a. Dependent Variable: Performance\_Employee\_Y2

Based on these results, the multiple linear regression equation has the formulation:  $Y2 = a + b1X + b2Y1 + \epsilon$ , so that the equation is obtained:

$$Y2 = 0.513 + 0.455X + 0.552Y1 + \epsilon$$

The description of the multiple linear regression equation above is as follows:

- The constant value (a) of 0.513 indicates the level of employee performance (Y2) if social security (X) and work motivation (Y1) are equal to zero.
- The regression coefficient value of Social Security (X) (b1) is 0.455 indicating the magnitude of the role of social security (X) on employee performance (Y2) assuming

Maurizio Zanardi, Stephen Martin

the variable work motivation (Y1) is constant. This means that if the social security factor (X) increases by 1 value unit, it is predicted that employee performance (Y2) will increase by 0.455 value units assuming constant work motivation (Y1).

- c. The regression coefficient value of work motivation (Y1) (b2) is 0.522 indicating the large role of work motivation (Y1) on employee performance (Y2) assuming the social security variable (X) is constant. This means that if the work motivation factor (Y1) increases by 1 value unit, it is predicted that employee performance (Y2) will increase by 0.522 value units assuming social security (X) is constant.

### t test (Partial)

#### Partial Test (t) Equation 1

		Coefficients <sup>a</sup>					Collinearity Statistics	
		Unstandardized Coefficients		Standardized Coefficients				
Model		B	std. Error	Betas	t	Sig.	tolerance	VIF
1	(Constant)	7,675	3.118		2,461	.020		
	Guarantee_Social_X	.489	.195	.422	2,508	.018	1,000	1,000

a. Dependent Variable: Motivation\_Work\_Y1

### Hypothesis test of the influence of the Social Security variable (X) on the Work Motivation variable (Y1).

The form of hypothesis testing based on statistics can be described as follows:

Decision Making Criteria:

1. Accept H0 If  $t_{count} < t_{table}$  or  $-t_{count} > -t_{table}$  or  $Sig. > 0.05$
2. Reject H0 If  $t_{count} \geq t_{table}$  or  $-t_{count} \leq -t_{table}$  or  $Sig. < 0.05$

From the table above, a  $t_{count}$  value of 7.675 is obtained with  $\alpha = 5\%$ ,  $t_{table}$  (5%; 31-k = 29) obtained a  $t_{table}$  value of 1.699. the significance is  $0.00 < 0.05$ , so it can be concluded that the first hypothesis is accepted, meaning that the Social Security variable (X) has a positive and significant effect on work motivation (Y1).

#### Partial Test (t) Equation 2

		Coefficients <sup>a</sup>					Collinearity Statistics	
		Unstandardized Coefficients		Standardized Coefficients				
Model		B	std. Error	Betas	t	Sig.	tolerance	VIF
1	(Constant)	.513	2,200		.233	.817		
	Guarantee_Social_X	.455	.138	.399	3,298	.003	.822	1.217
	Motivation_Work_Y1	.552	.119	.561	4,636	.000	.822	1.217

a. Dependent Variable: Performance\_Employee\_Y2

Maurizio Zanardi, Stephen Martin

### Hypothesis Test of the influence of Social Security (X) on employee performance (Y2)

The form of hypothesis testing based on statistics can be described as follows:

Decision Making Criteria:

1. Accept H0 If  $t_{count} < t_{table}$  or  $-t_{count} > -t_{table}$  or Sig.  $> 0.05$
2. Reject H0 If  $t_{count} \geq t_{table}$  or  $-t_{count} \leq -t_{table}$  or Sig.  $< 0.05$

From the table above, a  $t_{count}$  value of 3.298 is obtained with  $\alpha = 5\%$ ,  $t_{table}$  (5%; 31-k = 29) obtained a  $t_{table}$  value of 1.699. From this description it can be seen that  $t_{count}$  (3.298)  $>$   $t_{table}$  (1.699), and its significance value is  $0.00 < 0.05$ , it can be concluded that the second hypothesis is accepted, meaning that Social Security (X) has a significant effect on employee performance (Y2).

### Hypothesis Test of the influence of Work Motivation (Y1) on Employee Performance (Y2)

The form of hypothesis testing based on statistics can be described as follows:

Decision Making Criteria:

1. Accept H0 If  $t_{count} < t_{table}$  or  $-t_{count} > -t_{table}$  or Sig.  $> 0.05$
2. Reject H0 If  $t_{count} \geq t_{table}$  or  $-t_{count} \leq -t_{table}$  or Sig.  $< 0.05$

From the table above, a  $t_{count}$  value of 4.636 is obtained with  $\alpha = 5\%$ ,  $t_{table}$  (5%; 31-k = 29) obtained a  $t_{table}$  value of 1.699. From this description it can be seen that  $t_{count}$  (4.636)  $>$   $t_{table}$  (1.699), and its significance value is  $0.00 < 0.05$ , it can be concluded that the third hypothesis is accepted, meaning that work motivation (Y1) has a significant effect on employee performance (Y2).

Direct and Indirect Relations

No	Variable	Direct	Indirects	Total	Criteria	Conclusion
1	Social Security (X)	0.399	0.422	-	Significant	As Independent Variable
2	Work motivation (Y1)	0.651	-	0.274	Significant	As an Intervening Variable

## CLOSING

### Conclusion

Based on the results of the research and discussion in the previous chapter, it can be concluded as follows:

1. What was proposed stated that: From the table above, a  $t_{count}$  value of 7.675 was obtained with  $\alpha = 5\%$ ,  $t_{table}$  (5%; 31-k = 29) obtained a  $t_{table}$  value of 1.699. From this description it can be seen that  $t_{count}$  (7.675)  $>$   $t_{table}$  (1.699), and a significance value of  $0.00 < 0.05$ , it can be concluded that the first hypothesis is accepted, meaning that Social Security (X) has a significant effect on Work Motivation (Y1).

Maurizio Zanardi, Stephen Martin

2. From the table above, a tcount value of 3.298 is obtained with  $\alpha = 5\%$ ,  $t_{table} (5\%; 31-k = 29)$  obtained a  $t_{table}$  value of 1.699. From this description it can be seen that  $t_{count} (3.298) > t_{table} (1.699)$ , and its significance value is  $0.00 < 0.05$ , it can be concluded that the second hypothesis is accepted, meaning that Social Security (X) has a significant effect on Employee Performance (Y2).
3. From the results of the calculation above, the tcount value is 4.636 with  $\alpha (5\%; nk = 29)$  the  $t_{table}$  value is 1.699. From this description it can be seen that  $t_{count} (4.636) > t_{table} (1.699)$ , it can be concluded that the third hypothesis is accepted, meaning that Work Motivation (Y1) is an intervening variable that mediates the effect of Social Security (X) on Employee Performance (Y2).

### REFERENCES

- Buchari Alma. 2011. "Marketing Management and Marketing Services". Alfabeta Publisher: Bandung
- Edy Sutrisno, 2009. Human Resource Management, Third Printing, Kencana Prenada Media Group, Jakarta
- Ghozali, Imam. 2011. "Application of Multivariate Analysis with the SPSS Program" Publishing Board of Diponegoro University, Semarang
- Hasibuan, Malayu SP. 2017. Human Resource Management. Revised Edition. Jakarta: Earth Script.
- Keller, Kevin L. 2013. "Strategic Brand Management; Building, Measuring, and Managing Brand Equity". Fourth Edition Harlow, English : Pearson Education Inc.
- Kotler, Philip and Armstrong, Gary, (2014), "Principles of Marketing", 12th Edition, Volume 1 Bob Sabran Translation. Erlangga. Jakarta
- Mangkunegara, A. A, Anwar Prabu, 2011. Company Human Resource Management, Bandung: Rosdakarya Youth
- Nazir, Moh. 2013. "Research Method". Indonesian Ghalia. Bogor
- Sugiyono. 2012. "Business Research Methodology", Print 16. Alfabeta. Bandung
- 2013. "Quantitative, Qualitative and R&D Research Methods". Alfabeta. CV. Bandung:
- Siagian, Sondang. 2010. Human Resource Management. Jakarta: Earth Script
- Rivai, Veithzal. 2011, Human Resource Management for Companies: from Theory to Practice, Jakarta