



The Satisfaction And Performance Of Regional Civil Servants At The Service Of Youth And Sports In East Nusa Tenggara Province

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Abstract. This research was motivated by the impact of low job satisfaction, which was generated from low employee attendance and declining quality of performance. While this picture of Regional Civil Servants' decline in performance can be seen from many of regional civil servants who left the office without a definite reason and worked only so long as it reduces the level of professional development as regional civil servants themselves, in addition, it also reflects the lack of responsibility and weak appreciation of its role as regional civil servants, particularly at the East Nusa Tenggara Provincial Youth and Sports Office. Thus, the formulation of the problem in this research is: 1) how does the perception of civil servants affect work motivation, hygiene, job satisfaction, and performance at the East Nusa Tenggara Provincial Youth and Sports Office?; 2) is the motivation factor and hygiene factor influencing the job satisfaction of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office?; 3) are motivation and hygiene factors affecting the performance of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office?; 4) does job satisfaction affect the performance of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office?

The population in this study are all civil servants in the East Nusa Tenggara Provincial Youth and Sports Office amounted to 126 people. Given the research subject is less than 200, then all of the population sampled. The type of data this study are primary and secondary data. Data analysis tools are SEM (Structural Equation Modeling), which is operated through a program AMOS 16.0 (Hair et al, 1998; Ferdinand, 2014).

Results of the data analysis stated that the variable perceptions motivating factor (71.93%), hygiene factor (71.37%), job satisfaction (70.98%) and performance (72.35%) Civil Servants of the East Nusa Tenggara Provincial Youth and Sports Office, so each variable in both categories. Based on these findings, it is suggested that East Nusa Tenggara Provincial Youth and Sports Office to achieve job satisfaction and optimal performance of the indicators of qualitative, quantitative, efficiency and productivity, the local government of East Nusa Tenggara Province shall improve indicators of a variable factor of motivation and hygiene.

Keywords : Motivation Factors, Hygiene Factors, Job Satisfaction and Performance.

INTRODUCTION

Civil Servants are always seeking the highest level of job satisfaction possible in their daily activities. Civil servants strive to enthusiastically complete the tasks assigned to them by their superiors and are accountable for the outcomes of their work. If this is the case, the

productivity of civil servants will increase from day to day as a consequence of their increased job satisfaction.

Good customer contentment indicates that an organization has been well managed. Satisfaction with the outcomes of the work performed by civil servants demonstrates a substantial equilibrium between the expectations of civil servants and the compensation or rewards provided by agencies. Non-material balance, including career development, leadership, and work relations for civil servants.

Maximum civil servant job satisfaction is measured by compensation in the form of salary and benefits, which discipline, motivate, and enhance performance. The maximum level of job satisfaction is reached when civil servants can advance their careers in order to be promoted. Rank or position advancements based on individual roles, leadership roles, and organizational roles. The capacity of a leader who possesses the competencies of Innovator, Communicator, Motivator, and Controller to influence coworkers to carry out their responsibilities with the highest level of job satisfaction. Work communication relationships between employees, the relationship between employees and their superiors, and the relationship between employees and the environment are well developed, resulting in job satisfaction and maximizing work output. Then, civil servants' job satisfaction can accomplish a balance between the outcomes of their work and their expectations regarding compensation, career development, leadership, and work relations.

Indirectly or directly, the satisfaction of civil servants in their work is an essential aspect of human resource management. A phenomenon that can damage the condition of an organization is low job satisfaction among civil servants. The consequences of low job satisfaction can be observed in low employee attendance, decreased quality of performance, indifference, etc. In addition to reflecting a lack of responsibility and an inability to live up to the responsibilities of a civil servant, the large number of civil servants who leave the office without a specific reason and work only as long as they need to reduces the level of professional development for civil servants.

Increasing the efficacy of civil servants is necessary if they are satisfied with their jobs, but the most important factor is enhancing the welfare of civil servants themselves. Although the government has raised civil servant income numerous times, compared to other professions with the same level of education, civil servant income remain lower. Therefore, each agency must provide additional incentives to boost the morale of the civil servants.

Due to the close relationship between salary and job satisfaction, the Provincial Government of East Nusa Tenggara is encouraged to improve job satisfaction by providing additional income enhancement welfare to civil servants based on employee work discipline in carrying out main tasks and functions with the goal of increasing the work motivation of civil servants in order to improve performance based on structural position, functional position, and class of civil servants.

Table 1.
Data on the amount of salary received by civil servants from the East Nusa Tenggara Provincial Youth and Sports Office

No	Bulan	Jumlah Gaji Bersih (Rp)	Potongan (Rp)	Jumlah Yang Diterimah (Rp)	% Gaji Yang Diterima (Rp)
1	Januari	392.532.300	162.487.779	230.044.521	58,61
2	Februari	390.989.800	163.636.448	227.353.352	58,15
3	Maret	404.216.000	166.115.788	238.100.212	58,90

Sumber Data Sekunder; Dispora Provinsi NTT, Diolah, Tahun 2023

TRANSLATION

Bulan = Month

Januari = January

Februari = February

Maret = March

Jumlah Gaji Bersih = Total Net Income

Potongan = Cut

Jumlah yang diterima = received amount

Gaji yang diterima = received income

Based on Table 1., the net salary received by civil servants from the East Nusa Tenggara Provincial Youth and Sports Office from January to March 2023 is between 58.18% and 58.90%, this is a fact which means that the net income of civil servants is deducted by loans by banks and cooperatives between 41.10 % up to 41.10%, so that the quantity received cannot increase welfare. Civil Servants' loans increase in line with the increasing need. Insufficient compensation causes low job satisfaction, so there is no balance between expectations and work results.

Table 2.
Number of Dependents Based on Civil Servant Pay System at the East Nusa Tenggara Provincial Youth and Sports Office

No	The number of dependents	Civil Servant (person)	%
1	More than Civil Servant Payroll System (Wife/Husband + 2 Children)	52	40,94
2	Relevant to Civil Servant Payroll System (Wife/Husband + 2 Children)	40	31,50
3	Less than Civil Servant Payroll System (Wife/Husband + 2 Children)	35	27,56
Total		127	100,00

Secondary Data Source: Youth and Sports Office of East Nusa Tenggara Province, Processed in 2023

Table 2. above shows the number of civil servant dependents more than the payroll system (wife/husband + 2 children) of 52 people or 40%, then according to the civil servant payroll system 40 people or 31.50% and less than the civil servant payroll system as many as 35 people or 27.56%. Many civil servants have a number of dependents that exceed the payroll system. This means that job satisfaction at the East Nusa Tenggara Provincial Youth and Sports Office has not reached a balance between work results and the compensation or rewards obtained. The expectations of the employee remuneration obtained can meet the needs of the number of dependents.

Budget data, realization and ratio between realization and budget at the East Nusa Tenggara Provincial Youth and Sports Service from 2018 to 2022. Original Local Government Revenue from 2018 to 2019 exceeded the target or above 100% but in 2020 to 2022 not reached the target, and only reached 70.87% (Year 2021) and 82.77% (Year 2022). Regarding indirect spending, direct spending, personnel spending, goods and services spending, and capital spending from 2018 to 2022 did not reach 100% or the target was not reached. The results of the achievement of the ratio between the realization and the budget for 2018 to 2022 can be said to have not achieved job satisfaction and optimal performance at the East Nusa Tenggara Provincial Youth and Sports Office.

Research Objective

The purpose of this study was to determine civil servants' perceptions of work motivation, hygiene, job satisfaction and performance at the East Nusa Tenggara Provincial Youth and Sports Office, to determine motivational factors and hygiene factors influencing civil servant job satisfaction at the East Nusa Tenggara Provincial Youth and Sports Office, to determine motivational factors and hygiene factors influencing the performance of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office, and knowing job satisfaction affects the performance of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office.

LITERATURE REVIEW

Employee Performance

Every employee in the organization is required to make a positive contribution through good performance, considering that organizational performance depends on the performance of its employees, Gibson, et al. (1995). Employee performance is work performance, namely the comparison between work results that can be seen in real terms with work standards that have been set by the organization. Then Robbins (2008) defines performance, namely a result achieved by employees in their work according to certain criteria that apply to a job.

Job satisfaction

Luthans (2006), in his book *Organizational Behavior*, cites Locke's opinion that job satisfaction is a positive emotional state of a person arising from appreciation for the work he has done. It is said further that job satisfaction is the result of a person's achievement of how well his job provides something that is useful. Robbins (2003) defines job satisfaction as a general attitude toward one's work, the difference between the amount of rewards a worker receives and the amount they believe they should receive. Employees who enjoy work will feel satisfied if the results of their hard work and rewards are felt to be fair and proper (Fathoni, 2001).

Job Satisfaction Theory

As'sad (2001) explains that the variables that can be used as an indication of decreased job satisfaction are high levels of absenteeism, high employee turnover, decreased work

productivity, or employee performance. If indications of decreased employee job satisfaction surface, they should be dealt with immediately so as not to harm the company.

Relationship between Job Satisfaction and Employee Performance

Conceptually, job satisfaction has a relationship with the level of worker performance. According to the concept of Value Theory, job satisfaction occurs at the level where the results of work are received by individuals as expected. The more people receive the results, the more satisfied they will be. By creating job satisfaction, which is a positive attitude carried out by individuals towards their work, individual performance will be achieved (Wibowo, 2007). In addition, the existence of job satisfaction can reduce turnover and encourage individuals. Another theory that strengthens the relationship between job satisfaction and performance is the two-factor theory, or motivational hygiene theory, put forward by a psychologist named Frederick Herzberg (1923–2000). According to this theory, motivational factors (intrinsic factors) are: the work itself (the work itself), achievements (achievement), opportunities for advancement (advancement), recognition of others (recognition), and responsibility (responsibility). Motivational factors (intrinsic factors) are factors that encourage enthusiasm to achieve higher performance. So employees who are intrinsically motivated will like jobs that allow them to use their creativity and innovation (Robbins and Judge, 2007).

Factors Influencing Job Satisfaction

According to Luthans (2006) this theory is based on human needs and their satisfaction. Then the driving factors and inhibiting factors can be sought. This satisfaction theory is also supported by experts including:

- * Theory of Hierarchy of Needs (A. Maslow)
- * Theory of Three Social Motives (D. McClelland)
- * Two Factor Theory (Frederick Herzberg)
- * E-R-G Theory (Clayton Alderfer)

Hypothesis

Based on the background of the problem, theoretical review and frame of mind, the hypothesis is formulated as follows:

- a) Motivational factors and hygiene factors influence the job satisfaction of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office
- b) Motivational factors and hygiene factors affect the performance of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office
- c) Job satisfaction has an impact on the performance of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office

Research Method

This research was conducted at the East Nusa Tenggara Provincial Youth and Sports Office. The research time was 3 months, carried out from January to May 2023. The population in this study were all civil servants at the East Nusa Tenggara Provincial Youth and Sports Office, totaling 126 people. The research sample according to Arikunto (1998:117) is a part or representative of the population that is conscientious. Considering that there were less than 200 research subjects, all populations were taken as samples. Due to the fact that the place of research is the place of work of the researcher, the researcher was not included as a sample, so that the number of samples in this study were 126 people. Types of data by nature are;

1. Quantitative data in the form of numbers such as the number of employees according to education, rank/class, position, salary and years of service.
2. Qualitative data in the form of descriptions of the explanations obtained from the results of the questionnaire answers according to the research problem or

Types of data by source are:

1. Primary data, namely data obtained directly from respondents when conducting interviews with respondents, such as motivational factors, hygiene factors, job satisfaction, and the performance of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office.
2. Secondary data, namely data obtained from records, documents and reports from the East Nusa Tenggara Provincial Youth and Sports Office, regarding the number of employees, rank/class, salary and others.

Data Collection Techniques

Data collection techniques in this study are:

1. By questionnaire which is a data collection technique that is carried out by giving a list of questions to the respondents which are made based on the indicators of each variable.

2. By interview, namely conducting direct questions and answers by recording the results.
3. By documentation, namely collecting data on the number of employees, rank/class, years of service, number of dependents, age, insurance, income, rank/class and others.

Data Analysis Techniques

Descriptive analysis: to describe civil servants' perceptions of work motivation, hygiene factors, job satisfaction and the performance of the East Nusa Tenggara Provincial Youth and Sports Office and to identify variable characteristics in the form of frequency of respondents' answers and percentages. According to Levis (2013: 110) the results are categorized with the following weighting:

Maximum Score Achievement	Attitude Category
$\geq 20 - 36$	Strongly disagree
$> 36 - 52$	Disagree
$> 52 - 68$	Undecided/neutral
$> 68 - 84$	Agree
$'> 84 - 100$	Strongly agree

Multivariate Statistical Analysis

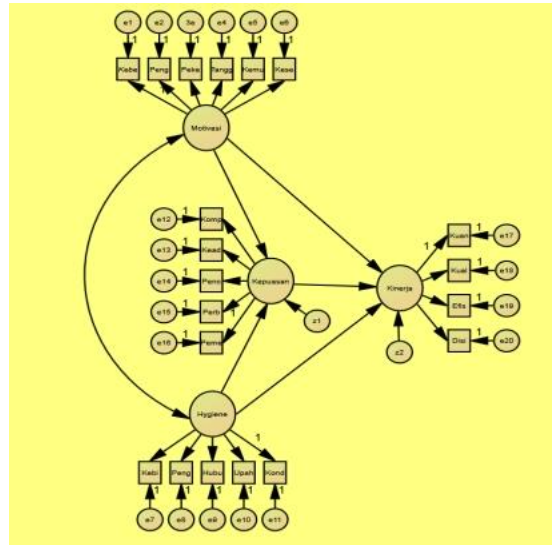
Data analysis is an interpretation to answer research questions in order to uncover certain social phenomena. Data analysis is the process of simplifying data into a form that is easier to read and implement.

Analysis techniques were used to interpret and analyze the data, according to the model developed in this study, the data analysis tool used was SEM (Structural Equation Modeling), which was operated through the AMOS 16.0 program (Hair et al, 1998; Ferdinand, 2014).

Using the stages of modeling and analysis of structural equations into 7 steps, namely:

1. Theoretical model development;
2. Developing a path diagram;
3. Turning the path diagram into a structural equation;
4. Selecting the input matrix for data analysis;
5. Assessing model identification;
6. Assessing the *Goodness-of-Fit Criteria*;

7. Interpretation of model estimates



Path Diagram of the Influence of Motivation and Hygiene on Satisfaction and Performance

Structural equations are basically built with the following guidelines: Endogenous Variable = Exogenous Variable + Error. While, *Structural Equation Model* is stated by:

1. Satisfaction = γ_1 Motivation + Error
2. Satisfaction = γ_2 Hygiene + Error
3. Satisfaction = γ_3 Motivation + Error
4. Satisfaction = γ_4 Hygiene + Error
5. Satisfaction = γ_5 Satisfaction + Error

Research Results

The characteristics of the respondents can be explained according to the gender, age and occupation of the respondents. The data collection was carried out on 126 civil servants who were research respondents. The characteristics of civil servant respondents from the East Nusa Tenggara Provincial Youth and Sports Office, based on gender, are as follows:

Table 3. based on Gender

No	Gender	Total	%
1.	Male	100	79,37
2.	Female	26	20,63
Total		126	100

Primary Data Source; Processed, Year 2023

According to the data in the table above, Civil Servants of the East Nusa Tenggara Provincial Youth and Sports Office, according to gender, 100 (one hundred) people or 97% were dominated by men and only 26 (twenty six) women or 20.63%.

Table 4. Age Group

No	Age Group	Total	%
1.	30 to 35 years old	25	19,84
2.	36 to 40 years old	36	28,57
3.	41 to 45 years old	30	23,81
4.	46 to 50 years old	25	19,84
5.	51 to 55 years old	10	7,94
Total		126	100,00

Primary Data Source; Processed, Year 2023

Based on the data above, it can be concluded that most civil servants are of productive age. Most were in the class or age group 36 to 40 years, totaling 36 people or 28.57%. Furthermore, the class or age group 41 to 45 years, 30 people or 23.81%, the age group 30 to 35 years and the age group 46 to 50 years, respectively 25 people or 19.84% and the age group The lowest civil servants are the age group of 51 to 55 years with 10 people or 7.94%.

The characteristics of civil servant respondents of the East Nusa Tenggara Provincial Youth and Sports Office, based on their level of education, are as follows:

Table 5. Education Degree

No	Education Degree	Total	%
1	Elementary to Junior High School	9	7,09
2	Senior High School	30	24,41
3	Diploma to Undergraduate	78	61,42
4	Master	9	7,09
Total		126	100,00

Primary Data Source; Processed, Year 2023

The table above provides an indication of the number of 127 civil servants of the East Nusa Tenggara Provincial Youth and Sports Office with a diploma to undergraduate education degree totaling 78 people, 31 senior high school people, and 9 masters and elementary-junior high school education each. Motivational factors, the possibility of self-development to a higher level of education still has obstacles, such as the number of undergraduate to postgraduate education is very limited. Unorganized and planned self-development will have an impact on job satisfaction and performance.

As previously explained, this study applies analysis using Structural Equation Modeling (SEM) as an effort to test the hypothesis. The theoretical model in this study has been described in the research model above consisting of 20 indicators to test the existence of a causal relationship between the hypothesized variables.

In SEM analysis, there are two methods of using the type of input data matrix used, namely the variance/covariance matrix and the correlation matrix. This analysis will use the input covariance matrix for further estimation. The choice of input with a covariance matrix is because the covariance matrix has the advantage of providing valid comparisons between different populations or samples, which is sometimes not possible when using a correlation matrix model.

The problem that may arise is the inability of the developed model to generate unique estimates. Symptoms of an identification problem include:

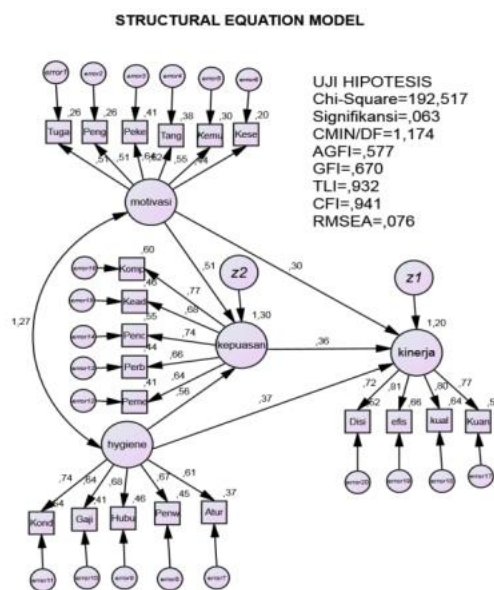
1. The standard error for one or several coefficients is very large.
2. The program is unable to produce the information matrix that should be presented.
3. Extreme numbers appear, such as a negative error variance.

4. There appears to be a very high correlation between the estimated coefficients obtained (eg more than 0.9)

If these problems appear in the SEM analysis, it indicates that the research data does not support the structural model formed. Thus the model needs to be revised by developing existing theory to form a new model.

The estimation technique that will be used in the SEM calculation is to use the maximum likelihood. But before forming a full SEM model, it will first be tested on the factors that make up each variable. Testing will be carried out using a confirmatory factor analysis model. Model fit (goodness of fit), for confirmatory factor analysis will also be tested. With the AMOS program, the goodness of fit measures will appear in the output. Furthermore, the conclusion on the suitability of the built model can be seen from the results of the goodness of fit measures obtained. The goodness of fit test was first performed on the confirmatory factor analysis model. The following is a form of goodness of fit analysis.

This confirmatory factor analysis is the measurement stage of the dimensions that make up the latent variables in the research model. The latent or construct variables used in this research model consist of 4 variables with a total of 20 indicators in all dimensions. As with ordinary factor analysis, the purpose of confirmatory factor analysis is to examine the unidimensionality of the dimensions forming each latent variable. The results of the confirmatory factor analysis of each model will then be discussed.



Source: Primary Data Processed, Year 2023

Tests for the feasibility of the full SEM model were tested using Chi square, GFI, CFI, TLI, CMIN/DF and RMSEA were within the range of expected values, even though AGFI was received marginally.

These results indicate that the model used is acceptable. The significance level of 0.063 indicates a good structural equation model. The TLI, CFI, CMIN/DF and RMSEA measurement indices are within the range of expected values although GFI and AGFI are received marginally.

Discussion

Based on the results of the research that has been described, both by descriptive statistical analysis and by inferential statistical analysis, in relation to the theories that form the theoretical basis and the results of previous studies and the background of the problems in this study, the discussion of the research results is as follows.

Motivational factors have a positive effect on the job satisfaction of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office

The results are consistent with the two factor theory, also known as the two factor theory, since testing the hypothesis demonstrates that motivational factors have a positive influence on job satisfaction. This concept was proposed by Herzberg (1959). The two-factor theory holds that job satisfaction and dissatisfaction are two distinct concepts. The two-factor theory classifies job characteristics into two categories: dissatisfier or dissatisfaction, and satisfier or satisfaction. Comprised of accomplishment, recognition, authority, responsibility, and promotion, motivators (satisfiers) are factors or circumstances that serve as a source of job satisfaction. This factor will result in dissatisfaction, but its absence does not always contribute to dissatisfaction. Dissatisfiers (hygiene factors) include income, supervision, personal relationships, working conditions, and status; if these conditions are not met, a person will be dissatisfied. However, enhancement of this condition or circumstance will reduce or eliminate dissatisfaction, but will not result in job satisfaction because these factors do not contribute to job satisfaction. Theory of Disparity and Theory of Equity (As'ad, 1991) emphasize that people's satisfaction at work is determined by the closeness between their expectations and the reality they obtain, and that what other coworkers receive is the same or fair as what they receive based on their sacrifice. Intrinsic factors are a source of job satisfaction, whereas

extrinsic factors reduce job discontent.

The hygiene factor has a positive effect on the job satisfaction of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office

The estimation parameter proves that there is an influence of hygiene factors on job satisfaction of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office, because the CR value is 3.351 and with a probability of 0.000. the results are in line with the theory Two factor theory is also known as the two factor theory. This theory was put forward by Herzberg. The results are supported by previous research by Wahyuningrum, 2008, Burhanudin, 2010, Rivai, Harif Amali, 2001, Ayu Nyoman Rai Wiryani (2004), Li (2004), Sugiono (2005), and Sudersen (2003). The achievement of the hygiene factor indicator variable is 74.89 in the good category, so there are still deficiencies in the hygiene factor indicators. Hygiene factors in the good category support from indicators of staffing rules (P7) 73.81%, supervision (P8) 70.16%, interpersonal relations (P9) 75.58%, wages/income (P10) 77.46%, and working conditions (P11) 77.14%. This is supported by data from Table 1.4. Providing guidance from the number of 127 civil servants of East Nusa Tenggara Provincial Youth and Sports Office with diploma to undergraduate education degree totaling 78 people, 31 people from Senior High School, and 9 people each having master education degree and elementary to junior high school education degree. Motivational factors, the possibility of self-development to a higher level of education still has obstacles, such as the number of undergraduate to postgraduate education is very limited. Unorganized and planned self-development will have an impact on job satisfaction and performance. Job satisfaction is related to what employees actually receive from work compared to expectations for self-development. The quality, quantity and efficiency of work results are not as expected as a result of the lack of employee development.

Motivational factors have a positive effect on the performance of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office.

Testing the hypothesis proves that motivational factors have a positive effect on the performance of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office. These results are in accordance with the theory put forward by Herzberg and previous research by Wahyuningrum, 2008, Burhanudin, 2010, Rivai, Harif Amali, 2001, Ayu Nyoman Rai

Wiryani (2004), Li (2004), Sugiono (2005), and Sudersen (2003). Because based on the background of the problems in Table 1.5 Budget data, realization and ratio between realization and budget at the East Nusa Tenggara Provincial Youth and Sports Office from 2009 to 2013. Original Local Government Revenue from 2009 to 2011 exceeded the target or above 100% but in 2012 to 2013 did not reach the target, and only reached 70.87% (2012) and 82.77% (2013). With regard to indirect spending, direct spending, personnel spending, goods and services spending, and capital spending from 2009 to 2013 did not reach 100% or the target was not reached. The results of the achievement of the ratio between the realization and the budget for 2009 to 2013 can be said to have not achieved job satisfaction and optimal performance at East Nusa Tenggara Provincial Youth and Sports Office.

Hygiene factors have a positive effect on the performance of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office.

Testing the hypothesis proves that hygiene factors have a positive effect on the performance of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office. These results are in accordance with the theory put forward by Herzberg and reinforced by previous research by Wahyuningrum, 2008, Burhanudin, 2010, Rivai, Harif Amali, 2001, Ayu Nyoman Rai Wiryani (2004), Li (2004), Sugiono (2005), and Sudersen (2003). Background problem Table 1.3. Describes Welfare Enhancement Additional Income (TPP) is given based on echelon, class staff and functional officials. Provision of the highest TPP allowance to echelon 1 in the amount of Rp. 7,500,000.00 and the lowest TPP allowance is Rp. 1,000,000.00 is given to class 1 staff. TPP income is deducted from PPH tax between 5% and 15% for group III to echelon I, while class 1 and II staff of TPP allowance are free from PPH tax. The provision of TPP allowances aims to increase work motivation in order to improve performance and provide job satisfaction according to its main tasks and functions. The background for giving TPP is because balance has not been created, resulting in decreased discipline, motivation and low performance which have an impact on low job satisfaction. The TPP allowance is calculated based on the performance of civil servants, which is regulated in the Regulation of the Governor of East Nusa Tenggara Province No. 29 of 2013.

Job satisfaction has a positive effect on the performance of civil servants at the East Nusa Tenggara Provincial Youth and Sport Office

Testing the hypothesis demonstrates that job satisfaction has a positive influence on the performance of civil servants at the Department of Youth and Sports of the Province of East Nusa Tenggara. The outcomes are consistent with the theory. Two factor theory is also commonly referred to as the two factor theory. This concept was proposed by Herzberg (1959). Wahyuningrum, 2008; Burhanudin, 2010; Rivai, Harif Amali, 2001; Ayu Nyoman Rai Wiryani, 2004; Li, 2004; Sugiono, 2005; and Sudersen, 2003. Due to the context of this study, specifically Table 1.1 Net Income Received by civil Servants of the East Nusa Tenggara Provincial Youth and Sports Office from January to March 2015 ranged from 58.18 percent to 58.90 percent, which indicates that the net income of civil servants is reduced by loans from banks and cooperatives ranging from 41.10 percent to 41.10 percent, preventing the quantity received from increasing welfare. The amount of civil servants loans rises in tandem with rising requirements. Low job satisfaction is caused by inadequate compensation, so there is no equilibrium between expectations and work results. followed by the problem of Table 1.2., which shows that the number of civil servant dependents is greater than the payroll system (wife/husband + 2 children) by 52 people (40%), then according to the civil servant payroll system 40 people (31.50%), and less than the civil servant payroll system as many as 35 people (27.56%). Many civil servants have a number of dependents that exceed the payroll system. This indicates that the Department of Youth and Sports has not achieved a satisfactory balance between work outcomes and compensation or rewards. The anticipated employee compensation is sufficient to support the number of dependents.

Conclusion

Based on the results of the analysis that has been discussed, the conclusions from the results of this study are as follows:

1. Perception of motivational factor variables (71.93%), hygiene (71.37%), job satisfaction (70.98%) and performance (72.35%) civil servants of the the East Nusa Tenggara Provincial Youth and Sports Office, so that each variable in good category.
2. Motivational factors and hygiene factors have a positive effect on job satisfaction of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office.

3. 3. Motivational factors and hygiene factors have a positive effect on the performance of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office.
4. 4. Job satisfaction has a positive effect on the performance of civil servants at the East Nusa Tenggara Provincial Youth and Sports Office.

Suggestions

Based on the conclusions above, it is recommended to:

1. To achieve job satisfaction and optimal performance from the qualitative, quantitative, efficiency and productivity indicators, the local government is obliged to improve the indicators of motivation and hygiene factors.
2. The East Nusa Tenggara Provincial Youth and Sports Office service to improve motivational factors, namely increasing the success of completing civil servant assignments, rewarding civil servant success, giving responsibilities according to civil servant capacity and providing opportunities for civil servants to advance through promotion of career paths according to applicable regulations.
3. The East Nusa Tenggara Provincial Youth and Sports Office service to improve hygiene factors, namely applying staffing rules in a professional and fair manner, supervising civil servant discipline, providing a conducive atmosphere in the relationship between civil servants in the work environment, distributing income on time, providing additional income allowances (TPP) according to civil servant discipline as stated in the Governor of East Nusa Tenggara Province Regulation number 29 of 2013 and maintain harmonious working conditions in the existing work culture.
4. The East Nusa Tenggara Provincial Youth and Sports Office pays attention to civil servant job satisfaction, namely fulfilling the needs of civil servants in achieving maximum work value.
5. The East Nusa Tenggara Provincial Youth and Sports Office to increase the quantity and quality of civil servant work, efficiency in carrying out tasks and increase civil servant discipline.

For regional civil servants at the East Nusa Tenggara Provincial Youth and Sports Office, they must continue to prioritize discipline and work productivity to the maximum in order to provide optimal job satisfaction and performance in order to get more attention so as to have the opportunity to develop themselves.

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