

Effect of Compensation and Work Motivation on Employee Performance in the Pt. Pos Indonesia (Persero) Medan

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ABSTRACT

Compensation is all income in the form of money, direct or indirect goods received by employees in return for services provided to the company. Work Motivation is a skill in directing employees and organizations to want to work successfully, so that the wishes of the employees and the objectives of the organization at the same time achieved. Then employee performance is to conduct an activity and improve in accordance with the responsibility with highly expected results. From the above definition of performance is emphasized to be responsible for achieving a good result, highly expected by the company. Therefore, in this study the authors used compensation and work motivation as free variables and employee performance as bound variables.

In this research the method used is quantitative method with associative approach. In this study, the population was employees of PT. Pos Indonesia (Persero) Medan. How to take samples in this study is to use probability sampling technique with simple random sampling approach as many as 50 respondents. Data collection is done by distributing questionnaires to respondents. Data analysis techniques use validity test, reliability test, classic assumption test, multiple linear regression analysis, t test, F test, and determination coefficient test (R²), operated through SPSS 16 program.

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The results of the test t variable compensation value t calculate 5,610 > t table of 2,009 means compensation affects employee performance and work motivation variable t calculate 3,044 > t table of 2,009 means work motivation affects employee performance. F test variable compensation and work motivation value F calculates 200.292 > F table of 3.23 indicates that compensation and work motivation together affect employee performance. The coefficient of determination (R²) of 0.895 showed that the variable compensation and work motivation influenced employee performance by 89.5% and the remaining 10.5% was influenced by other factors that were not studied in this study. The conclusions of the study showed that compensation has a significant effect on employee performance and work motivation has a significant effect on employee performance, simultaneously compensation and work motivation have a significant effect on employee performance.

KEYWORDS: Compensation, Work Motivation, Employee Performance

1. Background

Nowadays, when running a business activity, the company certainly needs several sources, such as capital, materials and housing. The Company also needs human resources, namely employees who are able to run or manage other human resources.

An employee is someone who is able to provide services (both in the form of thought and in the form of energy).

Because the company desperately needs an employee name that is especially in a company.

Employee performance in general is a result of work in quality and quantity that an employee is able to achieve in carrying out his duties in accordance with the responsibilities he has received.

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In general, performance is given a limitation as a person's success in carrying out a job. More emphatically Lawler and Porter (1967) in Edy Sutrisno's 2018 book, which states that performance is a person's success in carrying out the task. Prawirosentoso (1999) in Edy Sutrisno 2018, stated that performance is the result of work that can be achieved by a person or a group of people in an organization, in accordance with their respective authorities and responsibilities, in order to achieve the objectives of the organization legally, not breaking the law, and in accordance with morals and ethics.

Performance is to conduct activities and improve in accordance with the responsibilities with highly expected results. From the above definition of performance is emphasized to be responsible for achieving a good result, it is expected by the company, According to Anwar Prabu Mangkunegara, 2018.

This compensation will be used by employees and their families to meet their daily needs. The amount of compensation they receive reflects the status, recognition, and level of self-esteem and increases the needs enjoyed by employees along with their families. If the more reciprocate the employee receives, the higher the position, the better the status, and the more needs he enjoys. Thus, his job satisfaction is also getting better.

According to Werther and Davis (1996) in Wibowo 2017, Compensation is something that workers receive in exchange for their contributions to the organization. In compensation there is an incentive system that connects compensation with performance. With compensation to workers awarded based on performance and not based on the seniority of the number of hours worked.

According to Liang Gie in Sadili Samsudin's 2010 book, Motivation is a job done by managers in providing inspiration, encouragement, and encouragement to others, in this case employees, to take certain actions. This encouragement aims to encourage people or employees so that they are passionate and can achieve the results desired by these people.

So, work motivation is something that gives rise to encouragement or spirit of work. Several factors that can influence work motivation, money and non-money service rewards, types of work, and challenges, the motivation of individuals to work is also influenced by their personal interests and needs.

Given the importance of the influence of compensation and work motivation on employee performance in achieving the company's goals, the author is interested to discuss this issue in the form of a thesis with the title "The Effect of Compensation And Work Motivation on Employee Performance at PT. Pos Indonesia (Persero) Medan.

2. Problem Formulation

Based on the background above, the problems formulated in this research are as follows:

- A. How much does compensation affect employee performance?
- B. How much does work motivation affect employee performance?
- C. How much does compensation and work motivation simultaneously affect employee performance?

3. Research Objectives

The objectives of this research are:

- A. To find out how much compensation affects the performance of employees at PT. Pos Indonesia (Persero) Medan.
- B. To find out how much influence work motivation has on employee performance in PT. Pos Indonesia (Persero) Medan.
- C. To find out how much influence compensation and motivation of work together on the performance of employees in PT. Pos Indonesia (Persero) Medan.

4. Research Benefits

The benefits of research can be obtained are:

1. For Researchers
 - A. To expand insights and deepen the knowledge of final students while studying at the Lmii Medan College of Economics.
 - B. To qualify for a bachelor's degree in management.
2. For the Company

Can provide information or as useful advice for companies that provide delivery of goods and employees to improve human resources strategies to achieve higher results.
3. For Readers
 - A. It is expected to increase creativity and concern for the world of work so as to be able to compete in the world of work to create something useful.
 - B. It can also be used to add knowledge and provide input for readers in understanding compensation and work motivation through data from a company.

5. Compensation

According to Togu Harlen Lbn. Raja (2010), said that compensation is a right expected by employees in carrying out their duties on a daily basis so that this is very important because it is the right of employees to perform their work. Forms of compensation provided by the company include: money, career, health, bonuses, health insurance, cars, education, training and can attend religious events until the hajj, etc.

Then Mondy (2012) in the book M. Kadarisman (2014), explained that compensation is all the rewards received by employees in lieu of services provided by the company such as: wages, salaries, incentives and bonuses.

6. Work Motivation

According to T. Handoko (2018), work motivation is the personal state of the employee that encourages the desire of the individual to carry out certain activities in order to achieve the goal.

According to Stephen. P. Robbins (2017), Stated that motivation as a process that causes insensity (intensity) direction (direction, and continuous effort (persistence) of the individual towards the goal of enumeration of intensity shows how hard a person strives.

7. Employee Performance

According to Amstrong and Baron (1998) in Irham Fahmi 2017, said that performance is the result of work that has a strong relationship with the strategic objectives of the organization, consumer satisfaction and economic contribution.

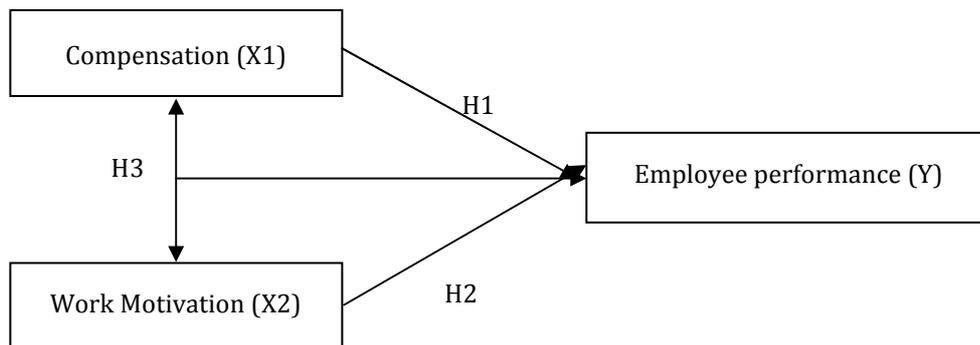
According to Miner (1990) in Edy Sutrisno's book (2018), Performance is as one is expected to function and behave according to the task that has been charged to him. Any

expectation of how one should behave in carrying out the task, means showing a role of the organization.

follows. Describes the relationship of independent variables i.e. compensation (X1), work motivation (X2), to dependent variables i.e. employee performance (Y).

8. Frame of Thought

Based on the explanation of the previous theory, the researchers made a picture of the frame of thought as



9. Previous Research

Previous research used is as the basis for the preparation of research, where the goal is to find out the results that have been done by previous researchers, as well as a comparison and an overview that can support the next similar research. Some previous research can be seen in the table as follows:

No.	Researcher Name	Title	Research Method	Researcher Results
1.	Nana dianita (2018)	The Effect of Compensation on Employee Performance at Bank Danamon Save Loan Unit Ps.Kota Duri	A simple regression analysis is an analysis to measure the amount of influence between one independent variable and one dependent variable. This analysis is used to determine the direction of the relationship between independent variables and dependent variables whether positive or negative and to predict the value of dependent variables if the value of independent variables increases or decreases. The data used is usually interval or ratio scale	Variable compensation (X) with thitung 6,743 greater than 2,042 tybels with a significant rate of 0.000 is less than 5%. So Ho was rejected and Ha received, meaning that the variable compensation has a positive and significant effect on the performance of employees at Bank Danamon Simpan Pinjam Unit Ps. Kota Duri.
2.	Machmed Tun Ganyang dan Epo Lestari (2013)	Effect of Compensation on Employee Performance on PT. Lane Archive Management Jakarta	a. Field Research Data collection techniques are carried out by observation systematically. b. Library Research Data collection by studying various forms of written materials such as supporting books, notes and other references that can complete the data from the observation method. c. Data Analysis The data analysis method used in this study is the data method using SPSS formulation version 15. This study used primary data using questionnaires with the amount of respondents 30 people, including 13 men and 17 women.	1. To improve performance and produce good productivity, facilities of the work environment must be adequate and fulfilled. 2. Salaries have not met the welfare of employees so it affects employee performance. 3. The increase in employee benefits affects employee performance, Benefits increase so that work productivity will also increase.
3.	Wahna Widhianingrum (2017)	The Effect of Work Motivation on The Performance of BRI Syariah Magetan Employees	Technical data analysis in this study using Multiple Regression Analysis	Based on the results of regression equations show that predictions of the influence of motivation on employee performance are positive. This means that motivation affects the performance of BRI Syariah Magetan employees.

4.	Christian Andico, Sudharto P. Hadi, Reni Shinta Dewi (2013)	Effect of Compensation and Work Motivation on Employee Performance of PT. Port of Indonesia (Persero) Terminal Container Semarang	In this study, the type of research used is explanatory research or explanation, i.e. explaining the influence between compensation and work motivation (work motivation) on employee performance. Population of this research are all permanent employees who work at PT. Port of Indonesia III (Persero) Peti Terminal Pack Semarang.	Compensation and work motivation have a significant and significant effect on employee performance, in F-count of 28,907 and correlation test result of 0.689 which means the relationship between compensation and work motivation to employee performance is strong. Determination test results between compensation and work motivation to employee performance of 45.8%, this means 45.8% variable employee performance can be explained by the variable between compensation and work motivation.
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10. Premise

The premise is the basis of logic / basis of the mind that forms the process of reasoning based on logic that seeks to connect two different propositions to draw a conclusion. The premise can also be said to be a statement that supports the hypothesis which is associated with the research of the first person who has a relationship with the research that is being done by a person.

- Nana Dianita (2018), explained that there is a positive value compensation (X1) effect on employee performance variables (Y) at Bank Danamon Simpan Pinjam Unit Ps.Kota Duri.
- Machmed Tun Ganyang and Epo Lestari (2013), stated that the influence of compensation (X1) has a significant effect on employee performance variables (Y) on PT. Lane Archive Management Jakarta.
- Wahna Widhianingrum (2017), explained that there is a positive effect of work motivation (X2) on employee performance variables (Y) in BRI Syariah Magetan.
- Christian Andico, Sudharto P. Hadi, Reni Shinta Dewi (2013), explained that compensation (X1) and work motivation (X2) together significantly affect employee performance (Y) at PT. Port of Indonesia (Persero).

11. Research Hypothesis

Based on the description of the frame of thought and the results of the study above, the researchers proposed several hypotheses in this study as follows:

- Compensation (X1) has a positive effect on Employee Performance (Y) on PT. Pos Indonesia (Persero) Medan.
- Work Motivation (X2) has a positive effect on Employee Performance (Y) in PT. Pos Indonesia (Persero) Medan.
- Compensation (X1) and Work Motivation (X2) simultaneously have a positive effect on Employee Performance (Y) on PT. Pos Indonesia (Persero) Medan.

12. Research Methods

12.1. Types of Research

The type of research used in this research is quantitative method. According to Sugiyono (2017), Quantitative Method as a research method based on the philosophy of positivism, used to research on certain populations or samples, sampling techniques are generally done randomly, data collection using research instruments, data analysis is quantitative / statistical with the aim to test the hypothesis that has been determined.

12.2. Research Location and Time

Location is a place or region to conduct a study to obtain the necessary data. The location in this study is on jalan. Post No. 1, Medan 20111 North Sumatra.

Research time is a schedule at the time of conducting research activities or the duration of a process in conducting research to be carried out. The time of this research was conducted from July to September 2020.

12.3. Population and Sample

According to Sugiyono (2017), Population is a generalization area consisting of objects / subjects that have certain qualities and characteristics set by researchers to be studied and then drawn conclusions.

According to Nanang Martono (2015), Said that the sample is the entire object or subject that is in a region and meets certain conditions related to research problems or the whole unit or individual in the scope to be studied.

According to Sugiyono (2017), samples are part of the number and characteristics of the population. When the population is large, and researchers are unlikely to study everything in the population, for example due to limited funds, energy and time, then researchers can use samples taken from that population. What is learned from that sample, the conclusion will be enforceable for the population. For that the sample taken from the population must be really representative (representative).

In analyzing the samples that have been collected, researchers will use sample withdrawal techniques that will facilitate the analysis of data from the entire population in the study is Probability Sampling with a Simple random sample approach

according to Sugiyono (2007), quoted by Melva and Togu (2015), Probability Sample is a sampling withdrawal technique that provides the same opportunities and for all members of the population to be selected as sample members. While Simple random sample is a way or method of sampling from existing population can be done randomly regardless of the level in the population element.

In this study, researchers took a sample of 50 employees, namely all employees at PT. Pos Indonesia (Persero) Medan.

12.4. Data Collection Techniques

According to Melva and Togu (2015), data collection techniques are a process of obtaining data needed by the researcher in order to reveal problems in the field so that answers are obtained that describe to solve problems.

Data collection techniques used in research are:

1. Questionnaire Method

Questionnaires are an efficient primary data collection tool compared to observation or interviews. The more scattered the sample, the questionnaire tends to be lower cost. In questionnaires are generally seen as more non-referent to a particular person, providing opportunities for respondents to keep their identity secret than other means of communication. Questionnaires can be closed or open questions, can be given to respondents directly or sent by Post or Internet.

2. Documentation

Documentation is a method of collecting data that can help to obtain data from other places related to research such as: books, journals, magazines, newspapers, and the internet. With documentation techniques, researchers can obtain goods delivery data and an overview of PT. Pos Indonesia (Persero) Medan.

3. Observation

Observation is a data collection that is directly carried out on research objects by observing the problems that are happening to PT. Pos Indonesia (Persero) Medan.

13. Research and Discussion Results

13.1. Validity Test

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Compensation1	171.30	487.872	.988	.976
Compensation2	171.30	487.872	.988	.976
Compensation3	171.33	488.920	.933	.976
Compensation4	172.10	452.921	.959	.976
Compensation5	172.20	456.993	.929	.976
Compensation6	172.17	455.661	.938	.976
Compensation7	172.13	454.533	.943	.976
Compensation8	171.53	490.464	.657	.977
Compensation9	171.47	494.740	.683	.977
Compensation10	171.70	503.183	.399	.978
Compensation11	171.50	495.500	.659	.977
Compensation12	171.47	493.775	.727	.977
Compensation13	171.53	496.602	.622	.977
Compensation14	171.43	492.323	.784	.977
Compensation15	171.43	492.323	.784	.977
Compensation16	171.50	495.500	.659	.977
work motivation1	171.37	493.413	.728	.977
work motivation2	171.33	491.954	.796	.977
work motivation3	171.33	489.057	.927	.976
work motivation4	172.30	456.562	.875	.977
work motivation5	172.13	455.706	.886	.977
work motivation6	171.40	491.628	.810	.977
work motivation7	171.47	494.947	.673	.977
work motivation8	171.37	490.309	.868	.977
work motivation9	171.47	494.257	.705	.977
E.Performance1	171.43	493.220	.744	.977
E.Performance2	171.43	493.220	.744	.977
E.Performance3	172.30	450.010	.956	.976
E.Performance4	171.40	491.352	.823	.977
E.Performance5	171.43	493.220	.744	.977
E.Performance6	171.43	493.082	.750	.977
E.Performance7	171.47	493.499	.651	.977
E.Performance8	171.37	492.792	.756	.977
E.Performance9	172.03	453.482	.889	.977
E.Performance10	171.47	493.499	.651	.977

E.Performance11	171.43	500.806	.402	.978
E.Performance12	171.40	488.938	.687	.977
E.Performance13	171.37	492.792	.756	.977
E.Performance14	171.40	494.110	.698	.977
E.Performance15	171.53	498.878	.514	.977
E.Performance16	171.50	498.466	.522	.977

Based on the output of SPSS 16 program in Item-Total Statistics it appears that the corrected item value of Total Correlation is greater than r table which means that the value of each attribute of the statement is greater than 0.349 so it can be concluded that the statement is valid. (Ghozali, 2013).

13.2. Reliability Test

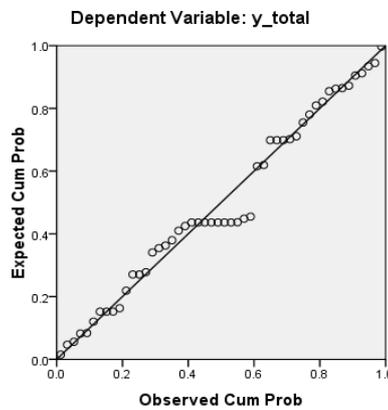
Reliability Statistics	
Cronbach's Alpha	N of Items
.977	41

Based on the results of the SPSS 16 program in Reliability Statistics, it appears that Cronbach's Alpha value is 0.977 which means it is greater than 0.70 thus it can be concluded that the measuring instrument is reliable. (Nunnaly, 1994 in Ghozali, 2016).

13.3. Classic Assumption Test Results

13.3.1. Normality Test

Normal P-P Plot of Regression Standardized Residual



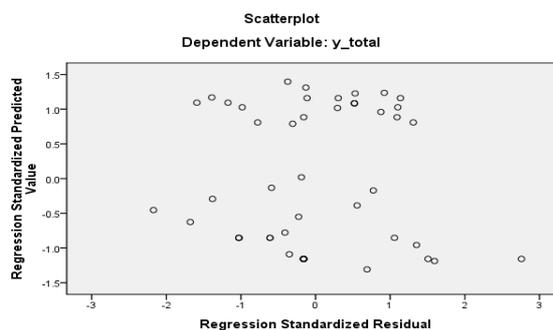
According to Ghozali (2016), if the data spreads around a diagonal line and follows the direction of the diagonal line or its histogram graph shows a normal distribution pattern, then the regression model meets the assumption of normality. Based on the output of SPSS 16 program in Normal-P-P-Plot of Regression Standardized residual can be seen that the data spreads around diagonal lines and follows the direction of diagonal lines indicating normal distribution patterns so that normality tests are met.

13.3.2. Uji Multikolonieritas

Model		Coefficients ^a				Collinearity Statistics		
		Unstandardized Coefficients	Standardized Coefficients	t	Sig.	Tolerance	VIF	
		B	Std. Error			Beta		
1	(Constant)	16.633	2.633		6.316	.000		
	Compensation	.520	.093	.627	5.610	.000	.179	5.587
	work motivation	.457	.150	.340	3.044	.004	.179	5.587
a. Dependent Variable: y_total								

According to Ghozali (2016), the cut off value commonly used to realize the existence of multicollinierity is the tolerance value of ≥ 0.10 or equal to the value of $VIF \leq 10$. Based on the output of SPSS 16 in Coefficients it can be known that the coefficient of $VIF < 10$ then it can be concluded that there is no multicolliation so it can be concluded that the data used passes the classic assumption because it does not occur multicollinierity.

13.3.3. Heterosesticity Test



Based on the output of SPSS 16 in Scatterplot image it can be known that the spread of points in the plot does not indicate the existence of a particular pattern then it can be said that the model is free from the assumption of heterosexasticity. (Ghozali, 2016).

13.4. Multiple Linear Regression Results

Model		Coefficients ^a						
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	
1	(Constant)	16.633	2.633		6.316	.000		
	Compensation	.520	.093	.627	5.610	.000	.179	5.587
	work motivation	.457	.150	.340	3.044	.004	.179	5.587
a. Dependent Variable: y_total								

Based on the output of SPSS 16 Coefficients program describes regression equations, namely:
 $Y = 16,633 + 0.520 X1 + 0.457 X2$

Where:

- a : The Constant Number of Unstandardized Coefficients is 16,633.
- B1 : The first regression coefficient number in X1 (Compensation) is 0.520.
- B2 : The second regression coefficient number in X2 (M.Kerja) is 0.457.

Based on the calculation of Multiple Linear Regression, the regression equation $Y = 16,633 + 0.520 X1 + 0.457 X2$. This means that each time there is compensation and work motivation, employee performance will increase by 0.520 and 0.457. This is due to the positive value coefficient values of 0.520 and 0.457. Conversely, if there is no change in compensation and work motivation, then the employee performance is 16,633.

13.5. Hypothetical Results

13.5.1. Effect of Compensation (X1) on Employee Performance (Y)

Model		Coefficients ^a						
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	
1	(Constant)	16.633	2.633		6.316	.000		
	Compensation	.520	.093	.627	5.610	.000	.179	5.587
	work motivation	.457	.150	.340	3.044	.004	.179	5.587
a. Dependent Variable: y_total								

According to Ghozali (2016), to find out whether the compensation variable affects or not to employee performance variables, it is used t test based on criteria by using a significant level of 0.05 so that the table t value of 2,009 is obtained as follows:

1. If the value t calculates > t of the table, H0 is rejected and H1 is accepted.
2. If the value of t calculates < t table, then H0 is received and H1 is rejected.

Based on the output result of SPSS 16 program in Coefficients table to find out how significant value is below 0.05 and the first regression coefficient of compensation variable shows the result of t calculated value of 5,610 > t of 2,009 until H1 is received and H0 is rejected.

13.5.2. Effect of Work Motivation (X2) on Employee Performance (Y)

Model		Coefficients ^a						
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	
1	(Constant)	16.633	2.633		6.316	.000		
	Compensation	.520	.093	.627	5.610	.000	.179	5.587
	work motivation	.457	.150	.340	3.044	.004	.179	5.587
a. Dependent Variable: y_total								

According to Ghozali (2016), to find out whether or not work motivation variables affect employee performance variables, t-test is used based on criteria using a significant level of 0.05 so that the table t value is obtained 2,009, as follows:

- A. If t calculate > t table, then H0 is rejected and H1 is accepted.
- B. If t calculates < t table, then H0 is accepted and H1 is rejected.

Based on the output of SPSS 16 Coefficients program for regression coefficient, both work motivation variables showed t calculated result of 3,044 > t table of 2,009 so that H1 received and H0 rejected.

13.5.3. Effect of Compensation (X1) and Work Motivation (X2) on Employee Performance (Y)

ANOVA ^b						
Model	Sum of Squares	df	Mean Square	F	Sig.	
1	Regression	2304.497	2	1152.248	200.292	.000 ^a
	Residual	270.383	47	5.753		
	Total	2574.880	49			
a. Predictors: (Constant), X2_total, x1_total						
b. Dependent Variable: y_total						

To find out if the correct coefficient of the first regression and the second regression coefficient on compensation-free variables and work motivation affect variables tied to employee performance. According to Ghozali (2016), calculating the F test using a significant provision of 0.05 so that the table F value is obtained by 3.23 with the following criteria:

- A. If $F_{\text{calculates}} > F_{\text{table}}$, then H_0 is rejected and H_1 is accepted.
- B. If $F_{\text{calculates}} < F_{\text{table}}$, then H_0 is accepted and H_1 is rejected.

Based on the output of SPSS 16 program in Anova table shows calculated F value of 200,292 > F table of 3.23 so that H_0 is rejected and H_1 is received. This means that compensation-free variables and work motivation jointly affect variables tied to employee performance.

13.5.4. R² Determination Coefficient

Model Summary ^b									
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.946 ^a	.895	.891	2.399	.895	200.292	2	47	.000
a. Predictors: (Constant), X2_total, x1_total									
b. Dependent Variable: y_total									

Based on spss program output 16 in Model Summary table shows R Square value of 0.895 or 89.5 %. This means that compensation-free variables and work motivation affect employee performance bound variables by 89.5% and the remaining 10.5% are influenced by other factors not researched in this study such as incentives, work spirit, work discipline and others.

14. Conclusion

Based on the results of research that aims to find out "The Effect of Compensation And Work Motivation on Employee Performance in PT. Pos Indonesia (Persero) Medan". Based on the results of the research and the results of data processing that has been done by the researcher, the conclusions are obtained as follows:

1. Based on multiple Linear Regression calculations, the regression equation $Y = 16,633 + 0.520 X_1 + 0.457 X_2$. This means that each time there is compensation and work motivation, employee performance will increase by 0.520 and 0.457. This is due to the positive value coefficient values of 0.520 and 0.457. Conversely, if there is no change in compensation and work motivation, then the employee performance is 16,633.
2. The coefficient of determination (R²) is obtained R Square value of 0.895 or 89.5 %. This means that the variables of compensation and work motivation affect employee performance variables by 89.5% and the remaining 10.5% are influenced by other factors not studied in this study are incentives, work spirit, disimpin work and so on.
3. Based on the hypothetical test results of the t test on the compensation variable obtained a calculated t value of 5,610 > t table of 2,009 so that H_1 is received and H_0 is rejected.
4. Based on the hypothetical test results of t test results on work motivation variables obtained t calculated value of 3,044 > t table of 2,009 H_1 received and H_0 rejected.
5. Based on the hypothetical test results there are F test results obtained calculated F value of 200,292 > F table of 3.23 so that it can be concluded that compensation variables and work motivation together affect employee performance variables.

15. Advice

From the results of the above research and discussion, suggestions are obtained as follows:

1. For the Company

Expected to the PT. Pos Indonesia (Persero) Medan must continue to adhere to all service standards, to the public in order to continue to use the services of PT. Pos Indonesia

(Persero) Medan because they serve with a friendly attitude, professional attitude, empathy, smile, responsiveness, trust, spirit of initiative. The author is very hopeful that the employees in charge of the outlet also pay attention to consumer complaints, take them seriously and there must be a real solution or action taken. It is also recommended to evaluate employee performance on a scale and routine basis, to pt employees. Pos Indonesia (Persero) Medan should be more disciplined towards working hours, so as to provide even more maximum results for the services provided to customers.

2. For Further Researchers

Researchers can further develop this research by examining other factors that can affect employee performance because compensation and work motivation factors have a big effect of 89.5% so that there are still 10.5% other factors that affect employee performance in addition to the variables studied. Researchers can then analyze other factors such as salary, work spirit, incentives, bonuses, work discipline, job satisfaction, work environment, awards and others.

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