Effect Of Working Professionalism And Working Motivation To Work Productivity Through Work Satisfaction In The Office Of Immigration Ii Class Bekasi

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Abstract: The purpose of this study was to analyze the influence of professionalism and motivation to work productivity through job satisfaction. The study was conducted using explanatory research that unstructured and informal with the aim to obtain information on the general nature of the research problem. The research used 66 employees of the class II immigration office Bekasi as a sample. This study using simple random sampling. The method used anacross-sectional quantitative method using path analysis.
The results showed that the variables professionalism, motivation and job satisfaction variables simultaneously and partially positive influence on employee performance. While job satisfaction variables cannot mediate between professionalism and motivation on employee performance.
Keywords: Professionalism, Motivation, Productivity, Employee Performance

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I. Introduction

Human resources are the main factor in any organization. The success of an organization depends on the human aspect. The human aspect of the subject of attention of management control systems within an organization. Without the human resource,theorganization will not exist becausethehuman resource is an asset to the organization. Professional human resources are human resources that are reliable and capable of completing the tasks assigned by the organization.

Productivity is an issue that is very important for any organization. There are several factors to be considered in improving productivity,such as professionalism and motivation. Professionalism and motivationact as the driving behavior of individuals to meet their daily needs. To increase productivity then professionalism should be optimizing.

Professionalism can simply mean the realization of a task implementation properly and optimally, hit on the goals or objectives of an organization quickly and precisely with various resources available. "Working professionalism is the skill and ability of the apparatus to reflect the direction and objectives that an organization wants to achieve(Kurniawan, 2005: 74)."

In addition to the influence of professionalism that can affect employee productivity is motivation for employees. Motivation is very influential tomaximize the productivity. Motivation will encourage the behavior of a person to perform a specific activity. To get the human resources expected by the organization in order to contribute positively to all activities of the organization in achieving its goals, each employee is expected to have a high motivation to work so that will increase high productivity.

Motivation is very important to make a positive contribution to the achievement of organizational goals. According to Winardi (2000: 312) motivation is "the desire that is in an individual that stimulates to take action." Because with motivation, a person will have a high spirit in carrying out the tasks assigned to him. Without motivation, an employee can not fulfill his duties according to standards or even exceed the standards because what is his motive and motivation in work is not met. Motivation is an inner impulse associated with the level, direction,and persistence of the consistency of a person's work.Even if an employee has a good operational capability when not have the motivation to work, the end result and the job will not be satisfactory. The more motivated employees to do the job then their productivity will also increase. Conversely, if the employees are not motivated in work productivity of employee performance is low. Motivation can also be used as a driving force in improving employee productivity.

The motivation is so that employees can work together, working effectively with all efforts of employees to achieve satisfaction in work that can affect the productivity. Motivation is also very sensitive to

achieving organizational goals because motivation is an encouragement given by the organization to employees so that they are always eager in work so that organizational goals can be achieved.

A successful organization always improves employee productivity, but basically, it all depends on the quality of its human resources as an employee whether the employees have been able to work more effectively or not. Likewise the Immigration Office Class II Bekasi, where the organization wants more in utilizing human resources optimally, with the aim that employees can work effectively and efficiently.

Immigration Office Class II Bekasi conducts immigration activities based on the prevailing laws and regulations and maintains the quality of human resources so that the professionalism of work and motivation and culture that exist in the organization can affect the productivity of employees who can make the vision and mission of the organization Immigration Office Class II Bekasi can be done.

In carrying out the tasks assigned,employees should always be professional in all tasks that have been in accordance with their respective competencies. Having a good culture and motivation for employees is very important in facing the demands that are often experienced by every employee at the Bekasi Class II Immigration Office.

II. Literature Reviews

2.1. Professionalism

According to Oerip and Utomo (2000) "Someone said to professionals if their work is characterized by technical or ethical standards of a profession." Meanwhile, according to Harefa (2004: 137) "professionalism is, first of all, a matter of attitude." Further professionalism divided into sections, namely, high skills, service-oriented public interest, strict supervision of work behavior and a reward system that is a work performance pledge.

The professionalism according to Sedarmayanti (2010: 96) is "the pillar that will place the bureaucracy as an effective engine for the government and as a parameter of the apparatus's aptitude in working well." The measure of professionalism is competence, effectiveness, and efficiency and responsibility. According to Siagian in Kurniawan, (2005: 56), professionalism is "reliability in the execution of duties so that it is accomplished with good quality, timely, meticulous and with procedures that are easily understood and followed by customers or society."

Based on the description above can be concluded that professionalism is a commitment to produce quality work based on expertise and competence, and employee commitment, as well as integrity and output, owned to bring satisfaction to others.

2.1.1. Characteristics of Professionalism

According to Martin Jr. (in Kurniawan, 2005) characteristic of the professionalism of the apparatus according to the demands of good governance, including:

1. Equality (Similarity or equivalence)
   Equal treatment for services provided. It is based on the type of behavior of rational bureaucracy that consistently provides quality service without differentiating the political parties, social status and so on.
2. Equity (justice)
   In addition to the same treatment to the community, as well as the fair and equal treatment.
3. loyalty
   Loyalty is given to constitutional law, to leaders, subordinates,and co-workers. Various types of loyalty are linked to one another and there is no absolute loyalty given to one particular kind of loyalty by ignoring the others.
4. Accountability
   Every government officials must be prepared to accept responsibility for anything they did. Each employee must uphold the code of ethics and principles set by the institution. Accountability is closely tied to instruments for control activities, especially in terms of achieving results on public services and communicating them transparently to the public. "

2.2. Work Motivation

According to Robbins (2010: 166), motivation is"willingness to issue high levels of effort for organizational goals conditioned by the ability of the effort itself in meeting some individual needs. Needs occur when there is no balance between what is owned and what is expected. Encouragement is a mental force that is oriented towards thefulfillment of hope and achievement of goals."

According to Hasibuan (2009: 95)"Motivation comes from the word motive, which has the meaning of a stimulus, desire,andmotion of one's willingness to work. Motivation is the provision of a driving force that creates an enthusiasm for one's work so that they will cooperate effectively and integrally with all their efforts to achieve satisfaction. "While According to Rivai (2009: 455), motivation is" A set of attitudes and values that influence the individual to achieve things which are specific to individual goals. Attitudes and values are

invisible that gives the power to encourage individuals to behave in achieving goals. The impulse consists of the component box, which is the direction of behavior (work to achieve the goal), and the power of behavior (how strong the individual effort at work). "

Motivation can be concluded as a factor that encourages a person to perform a certain activity, therefore motivation is often interpreted also as a factor driving the behavior of a person to get needs by getting wages and work according to the place. The activities undertaken by someone must have something that encourages the activity.

2.2.1 Factors Influencing Motivation
Three main aspects that affect employee work motivation according to Mangkunegara (2010: 74), namely:
1. Differences in individual characteristics include needs, interests, attitudes, and values.
2. Differences in job characteristics. This relates to job requirements for each job, which requires job placement in accordance with their area of expertise.
3. Different characteristics of the organization (work environment) that includes work rules, work climate, and culture of the agreed work.

2.3. Job Satisfaction
According to Kreitner and Kinicki (2001; 271) job satisfaction is "an effective or emotional response to various aspects of the work." According to Robbins (2003; 78) of job satisfaction is "the general attitude towards the work of someone who shows the difference between the number of awards received by workers and the amount they believe they should receive. "While according to Hanggraeni (2011: 14) " Job Satisfaction is defined as the attitude of individuals to their work, someone who has high job satisfaction will have a positive attitude toward his work. Vice versa,dissatisfied people (low job satisfaction) will have a negative attitude toward their work. "

It can be concluded that the understanding of job satisfaction is a positive attitude concerning healthy self-adjustment from employees through psychological as well as social as well as physical and financial to work conditions and situations, including wage issues, social conditions, physical condition and psychological conditions.

2.3.1. Factors that Affect Job Satisfaction
There are five factors that can affect job satisfaction according to Kreitner and Kinicki (2001: 225) are as follows:
1. Need fulfillment: Satisfaction is determined by the level of job characteristics providing an opportunity for the individual to meet his needs;
2. Discrepancies: Satisfaction is a result of fulfilling expectations. Fulfillment of expectations reflects the difference between what is expected and what the individual gains from his job. When expectations are greater than what is received, people will be dissatisfied. Instead, individuals will be satisfied when receiving benefits above expectations;
3. Value attainment: Satisfaction is the result of the perception of the job of providing the fulfillment of the value of individual work that is important;
4. Fairness (Equity): Satisfaction is a function of how equal individuals are treated at work;
5. Genetic components: Job satisfaction is a function of personality traits and genetic factors. This implies the difference in the nature of the individual has an important meaning to explain job satisfaction besides of work environment characteristics. "

2.4. Work Productivity
Productivity is included an attitude that always has the view that today's working methods should be better than yesterday's work methods and tomorrow's results should be more or better quality than the results achieved today (Komaruddin, 1992). Generally, productivity according to Hasibuan (2006: 126) is "comparison between output and input." Meanwhile, according to Kapustin in Hasibuan stated that productivity is sometimes seen as an intensive use of conversion sources such as labor and still which is precisely measured and actually shows an efficiency performance.

2.4.1. Factors that Affect Work productivity
According Simanjuntak (2005: 30) factors affecting the productivity of employees of the company can be classified into two groups, namely:
1. Which concerns the quality and physical ability of employees which include: the level of education, training, work motivation, work ethic, mental and physical ability of employees"
2. Supporting facilities", including:

a. Work environment, including production, production facilities and equipment, safety level, and workerwelfare.
b. Employee benefits, including Management and industrial relations.

2.4.2. Work Productivity Measurement

According to Simamora (2005: 612), the factors used in the measurement of work productivity include the quantity of work, quality of work and timeliness:

1. "Quantity of work is a result achieved by employees in a certain amount with a comparison of standards exist or set by the company.
2. Quality of work is a standard result relating to the quality of a product produced by employees.
3. Timeliness is the level of an activity completed at the beginning of a given time. "

III. Methodology

3.1. Research Design

This study uses explanatory and descriptive analysis, which aims to determine the influence of independent variables on thedependent variable. This study examines the influence of professionalism variables, and work motivation simultaneously or partially to the productivity of employees of the Class II Immigration Office Bekasi. Influence of variables can be described in the form of research framework as follows:
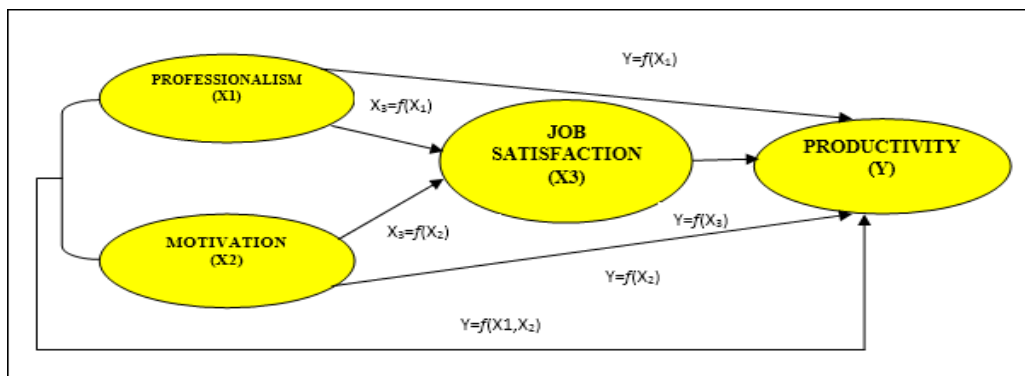

Figure 1. Research Model

3.2. Population and Sample

The population in this study was a class II Immigration Office Bekasi with a total of 66 employees. The number of samples taken by a number of 66 people, the sampling took using simple random sampling methods.
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3.3. Method of collecting data

To obtain a concrete and objective data the researchers collected primary and secondary data:

Primary data is data obtained directly from the object of study. In this case, the primary data obtained from the field research data collection method is done by direct research on the object of research in question. Primary data collection using questionnaires. Respondents were asked to fill out the questionnaire answers by checking ($\sqrt{}$) on the measurement scale listed below according to the respondents' correct assessment of the statements in the questionnaire. Measurement scale used in the questionnaire has a score between 1-5, the more to 1 then the answer the more disapproving to the next to 5 means the answer strongly agree.

Secondary data obtained indirectly from research object. In this case, the secondary data obtained from the library research data collecting method that is done by studying and understanding books of theliterature of the author's work that can be justified theoretical basis..

3.4. Data Processing Techniques
3.4.1. Validity Test

Validity test used to test the accuracy of an instrument in measuring the concept to be measured or performing its measuring function. An instrument is said to be valid if the instrument measures what should be measured (Sugiyono, 1999). Testing the validity of the instrument using the item analysis, which is to calculate the score of each item with a total score which is the number of each scored item. The coefficient of correlation used is "product moment" correlation coefficient

3.4.2. Reliability Test

Looking for instrument's reliability whose score is not 0-1, but is a range between several values, eg 0-10 or 0-100 or scales 1-3, 1-5, or 1-7, and so on can use alpha (α) from Cronbach. This test is done by

comparing the value of Cronbach alpha with a value of 0.6. If the value of Cronbach alpha is greater than 0.6 then it can be said that the question is reliable.

3.4.3. Hypothesis Testing

To observe significance in each model, it is done through t-testestimators and F arithmetic. Predictive models are used to answer the problems and prove the proposed hypothesis.

The Alternative hypothesis (Ha) is accepted if Farithmetic> F-table or by looking at the value of P-sig<0.05 then the independent variables (Professionalism, Motivation,andJob Satisfaction) included in the model have a simultaneous influence on the dependent variable (Performance Employee).

And for at-test, alternative Hypothesis (Ha) is accepted if t-arithmetic>t-table and if t is negative then –t-arithmetic<-t-table, or by looking at P-Sig value less than 0.05 then each independent variable included in the model has influence partial to the dependent variable.

IV. Result And Discussion

4.1. Validity Test

Validity test is used to test each variable, where the overall research variable contains 31 statements answered by 66 respondents. Based on the analysis that has been done, the test results validity can be shown in the table below

Table 1. ValidityTest Results

Variables	Statement	R arithmetic	Critical value	Information
Professionalism (X1)	Professionalism 1	0.582	0.3	valid
	Professionalism 2	0.775	0.3	valid
	Professionalism 3	0.898	0.3	valid
	Professionalism 4	0,880	0.3	valid
	Professionalism 5	0.872	0.3	valid
	Professionalism 6	0.728	0.3	valid
	Professionalism 7	0.723	0.3	valid
	Professionalism 8	0.667	0.3	valid
Motivation (X2)	Motivation 1	0.843	0.3	valid
	Motivation 2	0.853	0.3	valid
	Motivation 3	0.724	0.3	valid
	Motivation 4	0.887	0.3	valid
	Motivation 5	0.864	0.3	valid
	Motivation 6	0.789	0.3	valid
	Motivation 7	0.757	0.3	valid
	Motivation 8	0,781	0.3	valid
Job Satisfaction (X3)	Satisfaction 1	0.941	0.3	valid
	Satisfaction 2	0.955	0.3	valid
	Satisfaction 3	0.947	0.3	valid
	Satisfaction 4	0.941	0.3	valid
	Satisfaction 5	0.868	0.3	valid
	Satisfaction 6	0.955	0.3	valid
	Satisfaction 7	0.878	0.3	valid
Employees Productivity (Y)	Productivity 1	0.897	0.3	valid
	Productivity2	0,972	0.3	valid
	Productivity3	0.945	0.3	valid
	Productivity4	0.917	0.3	valid
	Productivity5	0,939	0.3	valid
	Productivity6	0.968	0.3	valid
	Productivity7	0.936	0.3	valid
	Productivity8	0.935	0.3	valid

Primary data (2017)

Based on Table 1,it is known that the correlation between the items with a total value (R arithmetic) greater than 0.3. This means that all items proposed statement is valid and can be used for further analysis.

4.2. Reliability Testing

Reliability test to determine the extent to which the measurement result is reliable and consistent.Based on the analysis, the validity of the test results can be shown in the table below

Table 2. Results of Reliability

variables	Cronbach's Alpha	Critical value	N of items	Information
Professionalism (X1)	0.932	0,600	8	reliable
Motivation (X2)	0.949	0,600	8	reliable

Satisfaction (X3)	0,981	0,600	7	reliable
Employees Productivity (Y)	0.986	0,600	8	reliable

Primary data (2017)

This test is done by comparing the value of Cronbach alpha with a value of 0.6. If the value of Cronbach alpha is greater and 0.6 then the statement is reliable.

4.3. Hypothesis Testing

Table 3. Variable Causality Test Research and Testing Hypotheses

Dependent variables	Constants	Independent variables						F-Count		t Value	R2
		X1	prob	X2	prob	X3	prob	Value	prob		
Employees productivity	19.583	,353 *	,004							3,014	,124
	12.452			,367 *	.002					3.159	,135
	16.811					,418 *	,000			3.676	,174
	16.562	,186 *	,026	,236 *	.016	-	-	5.651	,006		,152

Description: X1 = Professionalism; X2 = Motivation; X3 = Satisfaction; * P-value (probability value)<0.05

Primary data (2017)

4.3.1. The Effect of professionalism and motivation on employees productivity simultaneously

Based on Table 3 the value of F arithmetic5.651 and significance value is 0.00. This value is less than 0.05. This means that the variables professionalism and motivation affect the productivity of employee simultaneously. The amount of influence of independent variable to adependent variable can be seen from r square value, which is 0,15, it means variables professionalism and motivation influence to work productivity of employee equal to 15,2% while the rest influenced by another variablethatnot included into model equation.

4.3.2. The Effect professionalism, motivation and job satisfaction on productivity partially

Based on Table 3 the coefficient of professionalism (X1) is 0.353. While the t value 3.014. And the significant value is 0.04. The significance value smaller than 0.05. This means that the professionalism affects the productivity of employees in partial. From the table, we also know the r square value of X1 (professionalism) are 0.124. This means that the effect ofprofessionalismto productivity equal to 12.4% and the rest influenced by other variables not included in the model equations.

For X2 (motivation) coefficients0,367. T value of 3.159.Whilethe significant value is 0.002. The significance value smaller than 0.05. This means thatemployee motivation variable effect on employee productivity partially. From the table, we also know the r square value of X2 (motivation) are 0.135. This means that the effect of motivation variables on the productivity of employees equal to 13.5%.

For X3 (satisfaction)have coefficient value 0.418.While the t value 3.676. And the significant value is 0.000. The significance value smaller than 0.05. This means thatsatisfactionhas an effectonemployee productivity partially. From the table, we also know the r square value of X3 0.174. This means that the effect of satisfaction on employee productivity equal to 17.4%.

4.3.3. The influence of professionalism towards employee productivity through job satisfaction variable.

Based on the partial path analysis, it can be described as follows.

Primary data (2017)

Figure 2. Path analysis: variable X1 to variable Y through X3

Based on Figure 2 can be seen that the direct effect of professionalism on employee productivity is 0.353. While the influence of professionalism to productivity through job satisfaction is 0.436 X 0.418 = 0.182.

In this case, the direct effect is greater than the indirect effect so it can be said that the job satisfaction cannot act asanintervening variable.

4.3.4. The influence of professionalism towards employee productivity through job satisfaction variable.
Based on the partial path analysis, it can be described as follows.

Primary data (2017)
Figure 3. Path analysis: variable X2 to Y through X3

Based on Figure 3 can be seen that the direct effect of motivationon employee productivity is 0.367. While the influence of motivationto productivity through job satisfaction is 0,471 x 0,418 = 0,196. In this case, the direct effect is greater than the indirect effect so it can be said that the job satisfaction cannot act as anintervening variable

V. Conclusion And Suggestions

5.1. Conclusion

Professionalism and motivationhaveaneffect on employee productivity simultaneously. F value is 5.651 and the significance is 0.06. This value is smaller and 0.05. The square value is0.152, it means professionalism and motivation effect on employee productivity equal to 15.2%.

Professionalism can affect employee productivity partially. The t value is 3.014. And the significant value is0.04. The significance value smaller than 0.05. R squared value is 0.124. This means that professionalism has aneffect on employee productivity by 12.4%.

Motivation has aneffect on employee productivity partially. The t value is 3.159. And the significant value is 0.02. The significance value smaller than 0.05. r squared value is 0.135. This means motivationaneffect on employee productivity by 13.5% and the rest influenced by other variables not included in the model equations.

Job satisfaction has aneffect on employee productivity partially. T value of 3.676 and a significance value is 0.00, which is less and 0.05. R squared value is 0.174. This means that the effect of variable employee satisfaction to employee productivity equal to 17.4 %.

The direct effect of professionalism on employee productivity is 0.353. While the influence of professionalism to productivity through job satisfaction is 0.436 x 0.418 = 0.182. In this case, the direct effect is greater than the indirect effect so it can be said that the job satisfaction cannot act asanintervening variable.

The direct effect of motivationon employee productivity is 0.367. While the influence of motivationto productivity through job satisfaction is 0,471 x 0,418 = 0,196. In this case, the direct effect is greater than the indirect effect so it can be said that the job satisfaction cannot act asanintervening variable.

5.2. Suggestion

Motivation as the factors that move theperson to meet certain goals needs to be improved and implemented concretely so that employee productivity becomes optimal and employees are encouraged to be passionate in working and continue to develop their potential.

To enhance the level of job satisfaction, the Class II Immigration Office Bekasi need to be closer to their employees in order to see and assess directly what things are needed by employees. So the employee's needs get fulfilled and his satisfaction increased.

To improve the productivity of employees of the Class II Immigration Office Bekasi suggested,thatthe leaders need to maintain or create a working atmosphere that can stimulate higher productivity. This can be done by embed a sense of mutual ownership of the organization, so that will arise a sense to participate in maintaining and maintaining the organization.

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