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**THE EFFECT OF FACILITY SERVICE QUALITY, INTERACTIVE SERVICE QUALITY, DELIVERY SERVICE, COMPENSATION, JOB SATISFACTION ON EMPLOYEE PERFORMANCE**

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**Abstract**

*This study aims to analyze the effect of facility service quality, interactive service quality, service delivery, compensation on job satisfaction and their impact on employee performance at PT. Shopee consisting of 150 respondents. The methodology of this research was conducting a questionnaire survey for testing the research hypothesis and using a Structure Equation Model (SEM) for data analysis. The finding resulted in the show that facility service quality, interactive service quality service delivery, compensation and job satisfaction have a positive effect on employee performance. Managerial implications should be that managers complete and fulfill the facilities provided to their employees, as well as socialize policies within the company.*

**Keywords:** *facility service quality, interactive service quality, service delivery, compensation, job satisfaction, employee performance.*

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**INTRODUCTION**

Based on Databoks (2021) which says that one of the countries with the highest e-commerce development in the world is Indonesia. The number of e-commerce players in the world, especially in Indonesia, will continue to grow and develop. Kinicki (2020) says that in running a business, companies have goals that need to be achieved, and to achieve these goals, companies certainly cannot do without the role of human resources.

At this time, the development of information technology is growing rapidly every year. As many as 30% of Indonesia's population uses the internet, so that Indonesia is referred to as the country with the largest number of internet users. With the increase in internet users, it can have an impact on the development of e-commerce in Indonesia. One of the online shopping site applications that is currently often used is Shopee. Shopee is an online shopping platform that was released in 2015. The BOI Labs survey said that in the last 3 months, the most well-known e-commerce by all consumers was Shopee (90%), the second being Lazada (66%) and the third being Tokopedia ( 64%).

Septiawan (2020) suggests that the phenomenon that is currently happening at PT. Shopee, namely the decline in employee performance as indicated by the large number of customers, up to 45% of customers who protest at employees because they are considered unresponsive to customer requests, as well as the quantity phenomenon found that the average employee at PT. Shopee is considered to have not met the targets set by the company.

Lubis and Andayani (2018) said that one of the things that most determines the success of a company can be seen from employee performance. Very employee performance determine the development of a company, therefore it is necessary to develop effectively related to employee performance in order to expedite a series of process activities in the company in the future, so as to lead to employee satisfaction. The importance of employee performance in the company determines the e-commerce companies to provide the best service.

It is very important for companies to be able to create employee job satisfaction. If employees are dissatisfied with their work, disinterest in their work will appear, so that employee performance in the company will decrease. In addition to the influence of job satisfaction, the influence of facility service

quality, interactive service quality, delivery service, compensation is also needed so as to strengthen the effect of job satisfaction on employee employee performance.

From the description above, this study will discuss the effect of facility service quality, interactive service quality, delivery service and compensation on employees of PT. Shopee West Jakarta and East Jakarta branches.

## **RESEARCH METHODS**

Research design includes all the processes needed to plan and carry out research. To examine and identify the influence of facility service quality, interactive service quality, service delivery, compensation, job satisfaction. This study uses a type of quantitative survey research. The unit of analysis is all staff of PT. Shopee in the West Jakarta and East Jakarta branches as many as 150 respondents using the census method. The data time horizon is cross-sectional, which collects data at one time only. Hypothesis testing is used to determine the relationship between the independent and dependent variables. The analytical method uses descriptive statistics and SEM (Structural Equation Model). The independent variables in this study are facility service quality, interactive service quality, delivery service, compensation and job satisfaction. While the dependent variable is employee performance. Variable measurement using intervals with the help of a Likert scale with scores ranging from 1 to 5. In this study using a type of field research (field research) by taking primary data. Primary data collection is done by distributing questions in the form of a questionnaire. Questionnaires were distributed to respondents by giving written questions. After that, the respondent will give answers to the questions asked. The questionnaire given is closed, where the answers to the questionnaire are already available. However, for demographic data the answer is not yet available, where for this data the respondent has to fill in himself. While the dependent variable is employee performance. Variable measurement using intervals with the help of a Likert scale with scores ranging from 1 to 5. In this study using a type of field research (field research) by taking primary data. Primary data collection is done by distributing questions in the form of a questionnaire. Questionnaires were distributed to respondents by giving written questions. After that, the respondent will give answers to the questions asked. The questionnaire given is closed, where the answers to the questionnaire are already available. However, for demographic data the answer is not yet available, where for this data the respondent has to fill in himself. While the dependent variable is employee performance. Variable measurement using intervals with the help of a Likert scale with scores ranging from 1 to 5. In this study using a type of field research (field research) by taking primary data. Primary data collection is done by distributing questions in the form of a questionnaire. Questionnaires were distributed to respondents by giving written questions. After that, the respondent will give answers to the questions asked. The questionnaire given is closed, where the answers to the questionnaire are already available. However, for demographic data the answer is not yet available, where for this data the respondent has to fill in himself. In this study using a type of field research (field research) by taking primary data. Primary data collection is done by distributing questions in the form of a questionnaire. Questionnaires were distributed to respondents by giving written questions. After that, the respondent will give answers to the questions asked. The questionnaire given is closed, where the answers to the questionnaire are already available. However, for demographic data the answer is not yet available, where for this data the respondent has to fill in himself. In this study using a type of field research (field research) by taking primary data. Primary data collection is done by distributing questions in the form of a questionnaire. Questionnaires were distributed to respondents by giving written questions. After that, the respondent will give answers to the questions asked. The questionnaire given is closed, where the answers to the questionnaire are already available. However, for demographic data the answer is not yet available, where for this data the respondent has to fill in himself. Respondents will provide answers to the questions asked. The questionnaire given is closed, where the answers to the questionnaire are already available. However, for demographic data the answer is not yet available, where for this data the respondent has to fill in himself. Respondents will provide answers to the questions asked. The questionnaire given is closed, where the answers to the questionnaire are already available. However, for demographic data the answer is not yet available, where for this data the respondent has to fill in himself.

## RESULTS AND DISCUSSION

### Data Description

Table 1.  
Respondents Demographic Characteristics

Characteristics	Amount (n)	Percentage (%)
<b>Gender</b>		
Man	104	69.3
Woman	46	30.7
Total	150	100.0
<b>Age</b>		
	81	54.0
20 - 25 years	32	21.3
26 - 30 years	37	24.
30 - 50 years		
<b>Education</b>		
DIII	48	32.0
S1	93	62.0
S2	9	6.0
Total	150	100.0

Source: SPSS version

Based on the table above, it is known that the respondents viewed from the gender category with the majority of 104 respondents were male, while the number of female respondents was 46 people. Judging from the age of the respondents, the majority of respondents were aged 20-25, namely 81 people, while the minority of respondents were aged 26-30, namely 32 people. Based on their latest education, the highest number of respondents were 93 undergraduate graduates, 48 D3 graduates and 9 S2 graduates.

## Descriptive statistics

**Table 2.**  
**Descriptive statistics**

	Jumlah Sampel	Mean	Std. deviation
<i>Facility Service Quality</i>	150	3,8711	0,956043
<i>Interactive Service Quality</i>	150	4,484467	0,73042
<i>Compensation</i>	150	3,716289	0,94249
<i>Job Satisfaction</i>	150	3,45734	0,9812
<i>Employee Performance</i>	150	3,815145	0,98256
<i>Delivery Service</i>	150	3,0422	0,9549

Sumber: Software SPSS 26.0

The table above shows the number of samples, minimum values, maximum values, mean values and standard deviation values. The mean value indicates the average respondent's assessment of the statements submitted, while the standard deviation describes the magnitude of deviation from the average of the statements submitted in the research questionnaire.

## Hypothesis testing

**Table 3.**  
**Hypothesis Testing Results 1**

hypothesis	Coefficient	P-values	Decision
H1: Facility service quality has a positive effect on employee performance	0.507	0.020	Ha Supported

Source: AMOS 6.0

Based on table 25, overall it is known that facility service quality has a positive effect on employee performance. If seen from the p-value  $> 0.05$ , which is equal to 0.020, then  $H_{a1}$ , facility service quality has a positive effect on employee performance is supported. If the company is able to provide the best facility service quality, it will make employees feel that the company cares for employees and good employee performance will arise from employees towards the company.

**Table 4.**  
**Hypothesis Testing Results 2**

hypothesis	Coefficient	<i>P-values</i>	Decision
H2: Interactive service quality has a positive effect on employee performance	0.492	0.000	Ha Supported

Source: AMOS 6.0

Based on the table above, as a whole it is known that interactive service quality has a positive effect on employee performance. If seen from the p-value  $> 0.05$ , which is equal to 0.000, then Ha2, interactive service quality has a positive effect on employee performance is supported. If the company is able to provide good interactive service quality, such as the attitude of PT. Shopee showing a willingness to help its employees, management at work seems to be doing an efficient job, colleagues will continue their work even if there is no supervision from the company, it will lead to good employee performance.

**Table 5.**  
**Hypothesis Testing Results 3**

hypothesis	Coefficient	<i>P-values</i>	Decision
H3: Delivery service has a positive effect on employee performance	0.651	0.005	Ha Supported

Source: AMOS 6.0

Based on the table above, overall it is known that delivery service has a positive effect on employee performance. If seen from the p-value  $> 0.05$ , which is equal to 0.005, then Ha3 is supported, meaning that delivery service has a positive effect on employee performance. This shows that the delivery service at PT. Shopee has been running well and is also in accordance with the SOP, which can be seen from the company sending products at the time promised and the delivery service varies, and the goods sent are packaged properly and well, so that employee performance towards the company increases.

**Table 6.**  
**Hypothesis Testing Results 4**

hypothesis	Coefficient	<i>P-values</i>	Decision
H4: Compensation has a positive effect on employee performance	0.615	0.001	Ha Supported

Source: AMOS 6.0

Based on the table above, overall it is known that compensation has a positive effect on employee performance. If seen from the p-value  $> 0.05$ , which is equal to 0.001, then Ha4 is supported, meaning that compensation has a positive effect on employee performance. When the compensation provided by the company is in accordance with and proportional to employee performance, employees feel cared for and will result in employee performance for them due to the fulfillment of employee needs and benefits.

**Table 7.**  
**Hypothesis Testing Results 5**

hypothesis	Coefficient	P-values	Decision
H5: Job satisfaction has a positive effect on <i>employee performance</i>	0.506	0.000	Ha Supported

Source: AMOS 6.0

Based on the table above, overall it is known that job satisfaction has a positive effect on employee performance. If seen from the p-value > 0.05, which is equal to 0.000, then Ha5 is supported, meaning that job satisfaction has a positive effect on employee performance. If employee job satisfaction is good and employees feel that the company provides their rights properly, employees will automatically carry out their obligations properly, then it is certain that employees will provide the best performance for the company and these employees will do their jobs properly and reliably.

## DISCUSSION

### Hypothesis 1

The first hypothesis examines the effect of facility service quality on employee performance. The results of the study show that there is a positive effect from facility service quality on employee performance. The results of this study support research conducted by

Marcos and Anabela (2022) which state that facility service quality has a positive effect on employee performance, although it is weaker than the other variables. In this research PT. Shopee has provided complete company facilities to its employees, giving an image of professionalism, as well as PT. Shopee has a good corporate atmosphere, so PT. Shopee feels that his personal needs have been fulfilled and the work he does is enjoyable, so employee performance has also increased.

### Hypothesis 2

The second hypothesis examines the effect of interactive service quality on employee performance. The results of the study show that there is a positive effect of interactive service quality on employee performance. The results of this study support research conducted by Marcos and Anabela (2022) which states that interactive service quality has a direct positive effect on satisfaction and interactive service quality is also a variable that has the second strongest direct effect on employee performance. In this research PT. Shopee has shown a willingness to help its employees, the management of PT. Shopee has done an efficient job, and PT. Shopee does its job as it is and from the heart, not because it is only seen by superiors or outside audits who see its performance,

### Hypothesis 3

The third hypothesis examines the effect of service delivery on employee performance. The results of the study show that there is a positive effect of service delivery on employee performance. The results of this study support research conducted by Miao miao (2022) which says that service delivery has an effect on employee performance. In this research PT. Shopee has delivered products according to the time promised, offers various delivery service options, and the goods sent are well packaged and good, so employee performance has also increased.

### Hypothesis 4

The fourth hypothesis examines the effect of compensation on employee performance. The results of the research show that there is a positive effect of compensation on employee performance. The results of this study support research conducted by Rojikinnor (2021) which shows that compensation has a direct effect on employee employee performance. This shows that the higher the compensation, the higher the employee performance. In this research PT. Shopee has adjusted employee salaries to their jobs, PT. Shopee provides bonuses commensurate with its employees' overtime, provides benefits according to employee expectations,

provides social security and accident insurance for its employees, provides training for its employees by attending education and training (training), as well as PT. Shopee pays great attention to the fulfillment and facilities of its employees, so employee performance has also increased.

#### **Hypothesis 5**

The fifth hypothesis examines the effect of facility service quality on employee performance. The results of the study show that there is a positive effect from facility service quality on employee performance. The results of this study support the research conducted by Rojikinnor (2021) which says that job satisfaction has a direct effect on employee performance at BRI and states that the higher the job itself, salary, opportunity or promotion, superiors and co-workers, the better the employee performance. In this study the role of PT. Shopee in increasing employee job satisfaction is needed to improve employee performance, such as having the right policies and rules so that employees have confidence in the company's credibility. PT. Shopee increases the job satisfaction of its employees by offering attractive jobs, providing opportunities for its employees to work independently, providing ample benefits for its employees, offering promotions for its employees, and providing support and motivation for its employees. so that employees are happy to work at PT. Shopee, then employee performance also increases.

### **CONCLUSION**

Based on the results of the research, the complete conclusions can be described as follows:

1. There is a positive influence between facility service quality on employee performance. In this research, PT. Shopee has provided the best facilities to its employees so that employee performance has increased.
2. There is a positive influence between interactive service quality on employee performance. In this research, PT. Shopee has provided the best quality interactive service to its employees so that it can improve employee performance.
3. There is a positive influence between delivery service on employee performance. In this research, PT. Shopee has provided good delivery service and according to procedures, so that employee performance has increased.
4. There is a positive influence between compensation on employee performance. In this research, PT. Shopee provides compensation to its employees in accordance with the terms and contractual agreements that have been agreed upon, thus increasing employee performance for employees while working because the company has properly fulfilled its obligations by providing appropriate compensation.

There is a positive influence between job satisfaction on employee performance. In this study, employees of PT. Shopee feels that the company provides its rights and obligations properly, so that employees feel satisfied with their work and employees will provide the best performance for PT. Shopee.

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