

The Influence Of Work Motivation On Employee Performance At The Bunda Asy-Syifa Mother And Child Special Hospital Bandar Lampung

Nidya Aryani¹ ; Fitri Yuliastuti Setyoningsih²; Zahra Irani Arumningtyas³

^{1,2,3} Hospital Administration Department of Panca Bhakti Bandar Lampung, Indonesia

*corresponding author: fitri.yuliastuti@pancabhakti.ac.id

ABSTRACT

Human resources play a very important role in the current era of globalization. To achieve goals effectively and efficiently, a person is required to be more active and enthusiastic at work. In this case, motivation has an influence on goal achievement. Providing work motivation to employees will create enthusiasm for work so that it can increase work productivity. This research aims to determine the effect of work motivation on the performance of employees at the Bunda Asy-Syifa Mother and Child Hospital in Bandar Lampung. This research was conducted with a sample size of 30 respondents. Data collection was obtained through distributing questionnaires to respondents, while data analysis used simple linear regression tests, coefficient of determination and t test. Data processing was carried out descriptively quantitatively using the SPSS program, research results were presented in the form of tables and narratives. Based on the research results, regression results were obtained with a significance value of $0,000 < 0,05$ t test results with a significance value of $0,003 < 0,05$. So H_a is accepted, which means there is a significant influence between work motivation and employee performance. Thus it can be concluded that work motivation has a significant effect on the performance of RSIA Bunda Asy-Syifa Bandar Lampung employees. It is hoped that future researchers can use other variables outside of work motivation so that research can be more varied.

Keywords: Work Motivation, Employee Performance.

INTRODUCTION

A hospital with effective and efficient human resources will make the hospital progress and develop rapidly. However, in achieving the hospital's goal of running effectively and efficiently, employees are required to be more active and enthusiastic in their work (Bairizki, 2020). In this case, motivation has a very important influence on achieving the desired goals. Providing appropriate work motivation to employees will create enthusiasm and encouragement at work so that this will increase work productivity. Work motivation is a factor that encourages a person to carry out a certain activity, therefore motivation is often interpreted as a driving factor for a person's behavior (Sutrisno, 2018).

According to a survey conducted by the Manpower Group company in the United States and Canada in 2012 involving 411 workers in the US and Canada, 19% felt satisfied and 16% felt quite satisfied in their work. Meanwhile, 21% said they were less satisfied and 44% said they were dissatisfied (Changgriawan, 2017).

The survey results are supported by a Mercer survey involving 30,000 workers located in 17 places throughout the world which found that 28% - 56% of employees admitted they wanted to stop working. This means that there are still many employees who do not feel satisfied at their workplace. The next phenomenon is explained based on research results from Gallup Worldwide (an international research institute). Where Gallup Worldwide conducted a survey regarding employee work motivation involving 73,000 respondents from 141 countries in the world including Indonesia in 2015. Based on this research, only 8% employees in Indonesia have a high level of engagement, commitment and strong work motivation towards their work, while the remaining 92% only do monotonous work, namely going to the office, working, going home, and getting a salary at the end of the month.

Based on previous research conducted by Dian Indriyani and Tiara Amini (2020) and Alif Hendri (2023). Both research shows that work motivation has a significant effect on employee performance. Based on a pre-survey conducted by researchers at RSIA Bunda Asy-Syifa Bandar Lampung, the employees have good performance, this can be seen from the employees who always carry out their duties enthusiastically, calmly and disciplined. The attitude of superiors who always provide encouragement or motivation and check regularly also makes a good contribution to maintaining the performance of their employees.

METHOD

This research uses a descriptive type with a quantitative design and a cross sectional approach, because this research aims to determine the effect of work motivation on employee performance at RSIA Bunda Asy-Syifa Bandar Lampung. The population in this study was all 80 employees at RSIA Bunda Asy-Syifa Bandar Lampung. In determining the sample, the author took 30 employees at RSIA Bunda Asy-Syifa Bandar Lampung.

The technique used in this sampling is the Proportionate Stratified Random Sampling technique. In this research, data collection is divided into two, namely primary data and secondary data. Primary data was obtained using instruments in the form of questionnaires and documentation. Meanwhile, secondary data in this research was obtained through library research. Data analysis techniques use descriptive analysis and quantitative analysis. Quantitative analysis is divided into three, namely simple linear regression analysis, coefficient of determination analysis and t test.

RESULTS

From the results of distributing questionnaire data that was carried out, the characteristics of respondents consisting of gender, age, years of work and last education were obtained, aimed at employees of RSIA Bunda Asy-Syifa Bandar Lampung as follows:

Table 1. Respondent Characteristics

NO	Characteristics	Amount	Description
1	Gender	22	Dominated by 22 female respondents.
2	Age	30	Dominated by 30 respondents with an age range of 15 years-64 years.
3	Last Education	11	Dominated by 11 respondents with Diploma (D3) education.
4	Length of Service	17	Dominated by 17 respondents with work periods < 5 years.

Table 2. Analysis of Work Motivation Data of RSIA Bunda Asy-Syifa

No	Statement	Total Responses (%)	Average (%)
Responsibility			
1	Employees are responsible for the work assigned	90,66	87,7
2	Complete work in accordance with applicable regulations	90,66	
3	Employees are responsible for mistakes made	88,66	
Work Performance			
4	Employees have the drive to achieve achievements at work	89,33	87,7
5	Employees have the drive to achieve work performance and compete with other employees	87,33	
6	Employees have the drive to achieve a higher position	86,66	
Recognition of Performance			

7	Employees expect support from superiors in completing every job	91,33	90,44
8	Employees expect support from the company such as moral support	90,66	
9	Every employee expect support and encouragement from colleagues	89,33	
Challenging Job			
10	Employees have the drive to complete challenging work	72	67,33
11	Employees have the urge to have skills outside their responsibilities	60,66	
12	Employees have the incentive to continue to improve their abilities	69,33	
Average		83,88	

Based on this table, the average response of respondents regarding the work motivation variable is 83,88%. Where the average is in the interval (80%-100%) so it can be concluded that work motivation at RSIA Bunda Asy-Syifa is very good, the respondent response with the greatest value is the performance recognition indicator with a percentage of 90,44%. Meanwhile, the lowest average score of respondents was the challenging work indicator with a percentage of 67,33%.

Table 3. Analysis of Employees Performance Data of RSIA Bunda Asy-Syifa

No	Statement	Total Responses (%)	Average (%)
Work Quality			
1	Able to produce work results with applicable regulations	96	94,88
2	Employees do their work conscientiously	94	
3	Employees always provide optimal work	94,66	
Quantity of Work			
4	Able to complete given targets	92	92,66
5	Work hard to increase work capacity to be able to achieve the targets that have been set	92,66	
6	Employees are able to complete additional tasks	93,3	
Completion Time			
7	Work can be completed on time	92,6	92,66
8	Able to complete work in an effective time	92,66	
9	Able to complete work in accordance with applicable regulations and always on time	92,66	
Obey the Principles			
10	Employees always obey every rule made by the company	92	91,55
11	The applicable rules are carried out with full awareness without coercion	91,33	
12	Employees understand and know every applicable norm and rule	91,33	
Average		92,94	

Based on this table, the average response of respondents regarding employee performance variables is 92,94%. Where the average is in the interval (80%-100%) so it can be concluded that the performance of RSIA Bunda Asy-Syifa employees is very good, the largest response value is found in the work quality indicator with a percentage of 94,88%. Meanwhile, the

smallest average value for respondents was the indicator of principle compliance with a percentage of 91,55%.

The Influence of Work Motivation on Employees Performance at the Bunda Asy-Syifa Mother and Child Hospital Bandar Lampung

Below we will carry out calculations to determine the effect of variable X on variable Y, with the following analysis:

Table 4. Results of Simple Regression Analysis

ANOVA ^b	
Model	Sig.
Regression	.006 ^a
Residual	
Total	

a. Predictors: (Constant), Work Motivation

b. Dependent Variable: Employees Performance

From this output, it can be seen that the sig < alpha value ($0,006 < 0,05$). So it is stated that there is an influence between the work motivation variable (X) on the employee performance variable (Y).

Table 5. Coefficient of Determination Analysis (R Square)

Model	R Square
1	.260

From this output, a coefficient of determination (R Square) of 0,260 is obtained, which means that the influence of the independent variable (Work Motivation) on the dependent variable (Employee Performance) is 26% and the remaining 74% is influenced by other factors. variables outside of work motivation as mentioned in Kasmir's (2016) theory are abilities and skills, knowledge, work design, personality, leadership, leadership style, job satisfaction, work environment, loyalty, commitment and work discipline.

Table 6. Hypothesis Test

Coefficients ^a		
Model	T	Sig.
(Constant)	3.301	.003
Work Motivation		

a. Dependent Variable: Employees Performance

From the output, it can be seen that the sig < alpha value ($0,003 < 0,05$). So there is a significant influence between variables. Thus, H_0 is rejected and H_a is accepted and it

is stated that there is a significant influence of work motivation variables on employee performance.

DISCUSSION

Based on the gender characteristics of respondents, it is known that the majority of employees are women with a total of 22 people. Based on age characteristics, respondents were dominated by 14 employees aged 26 – 30 years. In 2017, the Indonesian Ministry of Health grouped age into three groups, namely the young age group (<15 years), the productive age group (15-64 years), and the non-productive age group (>65 years). Thus, the average age of RSIA Bunda Asy-Syifa employees is still at productive age. Furthermore, the characteristics of respondents based on education level were mostly Diploma (D3) graduates, totaling 11 people. As regulated in the Regulation of the Minister of Health of the Republic of Indonesia number 41 of 2016, every health worker is required to have the lowest educational qualification, namely Diploma III.

Finally, characteristics based on length of service were dominated by 17 employees with work experience < 5 years. The length of time an employee works can also affect performance itself. The longer someone works, the more they will improve their abilities from the experience they gain while working. Through this experience, employees will be proficient in carrying out their work routines and can improve their abilities in their field (Parengkuan, 2019). Thus, it can be concluded that the characteristics above are sufficient to influence an employee's performance. Character based on age is also related to performance, someone who is still classified as productive will do their work with enthusiasm and have the desire to try something new and learn many things to improve their skills and knowledge. Likewise with the length of work, the longer a person spends doing his job will affect his own abilities.

Data analysis reveals that respondent's average response to the work motivation variable was 83,88%. Where the average is in the interval (80%-100%) consequently, it can be said that the incentive for labor of RSIA Bunda Asy-Syifa employees is very good, the respondent response with the greatest value is the performance recognition indicator with a percentage of 90,44% which is also where The average is in the interval (80%-100%) so it can be concluded that the performance recognition indicators are classified as very good.

Work motivation is a trigger or encouragement for each employee in carrying out their duties. With strong motivation, employees will feel happy and enthusiastic in doing their work and of course this will have an impact on significant growth for the organization (Sunyoto, 2023).

Thus it can be concluded that employees who have strong motivation will be enthusiastic in doing their work because they have the drive that makes them move to do a job. This can be seen from the results of the percentage of work motivation of RSIA Bunda Asy-Syifa employees which is considered very good.

Based on this table, the average response of respondents regarding employee performance variables is 92,94%. Where the average is in the interval (80%-100%), so it can be concluded that the performance of RSIA Bunda Asy-Syifa employees is very good, the response with the greatest value is on the work quality indicator with a percentage of 94,88% which is also the average. The average is in the range (80%-100%), so it can be concluded that the work quality indicator is classified as very good. Work performance or achievement is defined as the caliber and quantity an employee produces while performing his or her obligations in line with their assignment (Mangkunegara, 2017). Thus it can be concluded that employees who carry out their work enthusiastically and responsibly will produce good performance. This can be seen from the percentage results of the performance of RSIA Bunda Asy-Syifa employees which are considered very good.

The Influence of Work Motivation on Employees Performance at the Bunda Asy-Syifa Mother and Child Hospital Bandar Lampung, based on the study findings, a significant level of $0.000 < 0,05$ was found in the simple regression results, indicating that the work motivation variable (X) and the employee performance variable (Y) are influenced. A sig value $< 0,05$, indicating that H_0 is rejected and H_a is accepted with a significance value of 0,003, indicates that the hypothesis is accepted in this study, according to the results of the hypothesis testing. According to the data, only 26% of the variables related to work motivation have a significant impact on employee performance; the remaining 74% are influenced by factors unrelated to work motivation. According to Kasmir's (2016) theory, in addition to knowledge, work design, personality, leadership, and style, other aspects that can affect performance include abilities and skills, job satisfaction, work environment, loyalty, commitment, and work discipline.

The findings of this study are consistent with those of studies by Alif Hendri (2023) and Dian Indriyani and Tiara Amini (2020), which found that job motivation significantly affects employee performance. The research findings indicate that employee performance at RSIA Bunda Asy-Syifa Bandar Lampung is significantly influenced by work motivation. This shows that previous research and this research are in line.

CONCLUSION

The average percentage response to the work motivation and employee performance variables was in the interval (80%-100%), so it can be concluded that the work motivation and performance of RSIA Bunda Asy-Syifa employees are classified as very good. The results of this research indicate that there is a significant influence between work motivation and employee performance. This is proven by the results of simple regression and the results of hypothesis testing, both of which produce a $\text{sig} < \alpha$ value, which means H_0 is rejected and H_a is accepted. The coefficient of determination results is 26% and the remaining 74% is influenced by other variables outside work motivation. It is recommended for future researchers to add or replace independent variables other than work motivation which can influence the dependent variable. Future researchers can use other independent variables so that research results can be more varied and find new research. Future researchers can also conduct research in larger and more complex hospitals.

ACKNOWLEDGE

The author would like to thank Hospital Administration lecturers, the entire community of STIKes Panca Bhakti Bandar Lampung, Bunda Asy-Syifa Mother and Child Hospital Bandar Lampung and the respondents who have carried out this research.

REFERENCE

- Antariksa, Y. 2015. Why 95% Indonesian employees are not motivated with their job? strategy + management. Accessed April 15, 2024 from <https://strategymanagement.net/2015/02/02/why-92-persent-employees-indonesian-are-not-motivated-with-their-job-2/>.
- Bairizki, A. 2020. Human Resource Management (Strategic Competency Based). Print 1. Pustaka Aksara. Surabaya.
- Changgriawan, G, S. 2017. The Influence of Job Satisfaction and Work Motivation On Employee Performance at One Way Production. *Journal AGORA* 5(3): 121-131.

- Kasmir. 2016. Human Resource Managment (Theory dan Practice). PT. Rajagrafindo Persada. Depok.
- Kemenkes RI. Indonesian Ministry of Health. 2017. Health Profile Indonesia 2016. Jakarta: Indonesian Ministry of Health. J Med dan Rehabil. 2016.
- Mangkunegara. 2017. Corporate Human Resources Management. PT. Remaja Rosdakarya. Bandung.
- Parengkuan E, A. 2019. Work Productivity Seen From the Age Factor and Work Experience. *Journal of Resource Management* 2(2): 145-153.
- Sahir S H. 2022. Research Methodology. Print 1. KBM Indonesia. Yogyakarta.
- Sunyoto. D. 2023. Understanding Theories That Discuss Work Motivation. Print 1. Eureka Media Aksara. Purbalingga Jawa Tengah.
- Sutrisno, E. 2018. Human Resource Management. Kencana Prenada Media Group. Jakarta.
- Syapitri, H, dkk. 2021. Textbook of Health Research Methodology. Print 1. Ahlimedia Press. Medan.