
WORK MOTIVATION EFFECT ON EMPLOYEE PERFORMANCE AT SUMBERSARI PRIMARY HEALTH CARE

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Abstract

The performance of Primary Health Center employees can be achieved if each employee has a high motivation to complete their job in accordance with their responsibilities. This study aims to analyze how much the effect of work motivation on employee performance in Summersari Primary Health Center in the Parigi Moutong district. This research was a correlation study with a cross-sectional approach. The population of this study was employees who work at the Summersari Primary Health Center in Parigi Moutong district, as many as 64 people, while the sample is all population (total population). Data were analyzed using multiple linear regression. The results showed that the effect partially works on motivation and employees performance in the Summersari public health center show that the salary was a variable that most significantly affects partially the employee's performance, where the t value (3,220) is greater than the t table (1,674) and The effect of overall work motivation variable influence simultaneously on the employee's performance because the value of F count larger than F table with R-value of 0,490, which means the degree of influence between variables that are strong enough. In conclusion, there was a significant influence of work motivation (salary and interpersonal relationships) on employee performance at Summersari Primary Health Center. The influence of motivation on employee performance was quite strong.

Keywords: Motivation; Performance; Employees.

1. INTRODUCTION

A primary health center is a comprehensive first-level service center as the spearhead of the development of the health sector in one or part of the sub-district area. Primary health centers are required to contribute and distribute to improve community health status through the implementation of the "Basic Six" program and the development of health programs (1,2).

The success of the Primary health center in carrying out and achieving the health programs for which it is responsible cannot be separated from the availability of human resources. Human resources are people who work in an organizational environment called employees to achieve optimal organizational goals (3). Primary health center employees must be able and willing to work optimally in carrying out their duties in accordance with abilities and skills possessed (1).

The performance of Primary health center employees, which is shown in the form of the ability to carry out tasks and the achievement of assigned health programs, will be able to improve the quality of health services so that it has an impact on patient satisfaction as users. Performance is an evaluation material for the work that has been done by employees compared to the standards that have been set. Good employee performance can have an impact

on increasing productivity or organizational quality (4).

Integrated employee performance can be achieved if there is a driving tool so that employees want to cooperate with other employees and achieve maximum work results, which is called motivation (5). Every employee must have work motivation because it plays an important role in completing the tasks they do and is a driving force to provide good or optimal performance in carrying out their duties and responsibilities (6). Herzberg (1993) states that there are intrinsic and extrinsic conditions in motivation which include achievement, responsibility, progress, the work itself, rewards, salaries, working conditions, company procedures, leadership, and the quality of interpersonal relationships.

The results of the research by Cesilia M.K., et al. at the Yendidori Health Center showed that work motivation had a relationship with the performance of the primary health care employees, where $p\text{-value} = 0.019 (< 0.005)$. (7) The results of the research by Edi K and Yuly P (2022) at the Lenteng primary health care also showed that there was an influence on motivation significantly. Partial to the performance of health workers with the results of the regression test, namely $p\text{ value } 0.000 < 0.005$. (8)

Sumbersari Primary Health Center, which has 65 employees, achievement of its health program there are still programs that have not reached the minimum service standard. This can be seen that the number of households with PHBS has only reached 28% of the 39.7% of houses examined, Universal Child Immunization (UCI) Village Coverage has only reached 88.9% (8 villages out of 9 existing villages), K4 coverage has reached 85.5%, Handling Obstetric complications reached 1.9%, and neonatal complications were handled 19.1%, exclusive breastfeeding coverage reached 42.03%, health care coverage in the elderly reached 15.40%. This will certainly have an impact on the quality of services provided to the community, so efforts are needed to motivate employees to be able to carry out their duties to achieve program indicators that have been set.

2. RESEARCH METHOD

The design in this study was quantitative with a cross-sectional approach, namely measuring data on independent and dependent variables only once at the same time.⁽⁹⁾ The research was carried out at Summersari Primary Health Center. The population in this study were employees who worked at the Summersari Primary Health Center, Parigi Moutong Regency, with as many as 64 people. The sample of this study was 64 employees of the puskesmas (total sampling). The collection

process explains the ethics or provisions in the study, and then the researcher gives informed consent to the respondent. If the respondent agrees to be a respondent in this study, the researcher gives a questionnaire (a list of questions given to the respondent) to the Summersari Health Center employees by working with the respondent so that filling out the questionnaire was done with honesty and courage of the respondents to get good quality results. The data analysis technique used is a multiple linear regression test at the real test level = 0.05, which aims to determine the effect of work motivation (including achievement, responsibility, progress, work itself, rewards, salaries, working conditions, company procedures, leadership, and interpersonal relationships) on employee performance at the Summersari Primary Health Center. Furthermore, to see how much the independent variable contributes to the dependent variable, it is seen from the coefficient of determination (R^2).

3. RESULT AND DISCUSSION

The results of this study using multiple linear regression to see the effect of motivation which includes achievement, responsibility, progress, the work itself, rewards, salaries, working conditions, company procedures, and leadership on employees performance, can be seen in the following table:

Table 1 Multiple Linear Regression Analysis

Dependent Variable	Independent Variable (Work Motivation)	Unstandardized Coefficients (B)	Standardized Coefficients (Beta)	t Count	Significant	Conclusion
Employee Performance (Y)	Constant	52.475		3.160	0.003	
	Achievement	0.109	0.186	0.906	0.369	Not Significant
	Responsibility	0.317	0.259	1.873	0.067	Not Significant
	Progress	0.142	0,185	1.193	0.238	Not Significant
	Work Itself	0.149	0.153	1.140	0.259	Not Significant
	Rewards	0.190	0.173	0.826	0.412	Not Significant
	Salaries	0.196	0.515	3.220	0.002	Significant
	Working Conditions	0.022	0.028	0.168	0.867	Not Significant
	Company Procedures	0.140	0.269	1.349	0.183	Not Significant
	Leadership	0.146	0.271	1.281	0.206	Not Significant
Interpersonal Relationships	0.263	0.313	2.625	0.011	Significant	

Source: Regression Output Results

The results of the multiple linear regression test show the t-count value of achievement (0.906), responsibility (1.873), progress (1.193), work itself (1.140), rewards (0.826), working conditions (0.168), company procedures (1.349), and leadership (1.281) is smaller than t table (1.674). It can be concluded that work performance, responsibility, development, work itself, rewards, working conditions, company procedures, and leadership have no significant effect on employee performance at Summersari Primary Health Center. Meanwhile, the t-count salary (3.220) and interpersonal relationships

(2.625) are greater than the t-table (1.674). It can be concluded that salary and interpersonal relationships have a significant effect on employee performance at Summersari Primary Health Center.

Salary and interpersonal relationships as part of motivation affect the performance of employees at the primary health center. This is because the head of the primary health center provides incentives to employees who have successfully implemented the program in accordance with their main duties and responsibilities. The incentives provided

motivate employees to work even better, even though the incentives received have not been in accordance with the time. The establishment of a harmonious relationship between primary health center employees creates a pleasant relationship between co-workers.(10) In addition, colleagues also provide advice on work and personal matters, as well as co-workers encourage and assist other employees in their work. Leaders must have the ability to create pleasant working relationships and invite subordinates to communicate in completing tasks or work. In activities when completing a job, fellow employees must respect each other at work. If there are new employees, the existing team is obliged to assist in adapting so that comfort in working can be achieved. If any member of the employee experiences misfortune/disaster, fellow employees must help each other.

Public Health Care employees are dominated by employees with the status of Civil Servants (PNS). They receive a salary that is adjusted to the rank space and position class, which consists of basic salary, family allowance, position allowance, and health worker allowance. Meanwhile, for temporary and contract employees, their salaries are adjusted to their level of education, work experience, responsibilities, and work risks (11). Sometimes temporary or contract employees are late in receiving salaries. This can result in low work

motivation, and it has an impact on decreasing performance in completing tasks and responsibilities. Compensation has a positive and significant effect on organizational commitment and employee performance at the Primary Health Center (12). To improve the performance of its employees, the Gending Primary Health Center in Probolinggo Regency needs to use work compensation for employees in order to raise employee morale so that their performance will increase again (13).

Every organization must have a relationship between employees with one and work hand in hand in carrying out its activities with the aim of increasing productivity and performance. The fluctuating performance of employees at PT. Mitra Surya Persada is identified as being influenced by interpersonal relationships, work environment, and perceived organizational support in the work motivation of the company. Good interpersonal relationships will have an impact on employee morale in doing a job. Interpersonal relationships in the organization can be shown through intimacy between employees and mutual care to make all employees feel comfortable, encourage each other to work, advise each other if they make mistakes, motivate each other among employees to work harder and provide ideas and ideas to improve their organizational performance progress (14).

Table 2 Simultaneous Significance Test (F)

Model	Sum Of Squares	df	Mean Square	F	Sig.
1. Regression	2294.7	10	229.47	5.091	0.000 ^a
Residual	2388.6	53	45.07		
Total	4683.7	63			

Source: Regression Output Results

The results obtained in Table 2 show that the calculated F value is 5.091 while the F table is 2.01. These results indicate that the calculated F value is greater than the F table, so there is an influence of all independent variables on the dependent variable, which means that the simultaneous effect of work motivation on

employee performance at Summersari Primary Health Center is determined by the regression dimensions of achievement, responsibility, progress, work. Itself, rewards, salaries, working conditions, company procedures, leadership, and interpersonal relationships.

Table 3 Coefficient of Determination (R²) and Correlation Coefficient Test (R)

Model	R	R Square	Adjusted R Square	Std. Error of The Estimate	Durbin-Watson
1	0.700 ^a	0.490	0.394	6.714	1.416

Source: Regression Output Results

The results in Table 3 show that the R square value of 0.490 is in the interval 0.40 – 0.599. These results explain that the level of relationship between the motivation variable (X) and the performance variable (Y) has a "strong enough" influence. The coefficient of determination or R Square (R²) is 0.490 which means that 49% of employee performance is influenced by motivation (achievement, responsibility, progress, work itself, rewards, salaries, working conditions, company procedures, leadership, and interpersonal relationships) while the rest 51% influenced by other variables not examined in this research.

Primary Health Center, as an organization engaged in the health sector, has a series of management activities to collect resources, especially employees who are owned and must be used efficiently in order to achieve the goals of the puskesmas. Effective leadership, increased motivation, communication, and direction greatly assist the success of the actuation (1). Every activity carried out by a person cannot be separated from various motives (push) and attitudes that encourage someone to carry out activities to produce something desired. In organizations, motivation has an important role because it involves the human

element directly in the organization, so it needs to be created, implemented, and monitored (15).

Somebody wants to work because he wants to fulfill his life's needs. This life need has levels, where if the basic needs have been met, it will increase according to higher needs and so on. The needs of people are far the same, and the differences are very far. This raises the perception of needs and will affect changes in behavior in working in the workplace. Someone's motivation will have a significant impact on work, whereas someone who has the motivation to work will be very active at work even though doing something difficult. Meanwhile, people who do not have the motivation to work lower their jobs and become less active at work (16).

The results of research conducted by Teddy Adrianto, et.al (2020) using a regression test obtained an R Square value of 0.807 which means that employee performance is influenced by workload, work motivation, and job satisfaction of 80.7%, while 19.3 % is influenced by other variables not examined (17). This study is also in line with the results of research conducted by Yulius Dharma (2017), where the results of the regression test obtained a correlation coefficient value (R) of 0.597, which means that the influence of work motivation variables on employee performance at the Lhokseumawe Islamic Bank is strong. The value of the coefficient of determination (R

square) is 0.356, meaning that the work motivation variable has the ability to influence employee performance variables by 35.6%, while 64.4% is influenced by other factors not examined.(18) The results of this study are not in line with research conducted by Wulan Purnamasari (2019), where there is no significant effect of work motivation on employee performance at the Primary Health Center. This is because the value of t count ($-0.814 < t \text{ table } (2.024)$).

4. CONCLUSION

The results showed that work motivation (salary and interpersonal relationships) had a significant influence on employee performance at Summersari Primary Health Center. The influence of motivation on employee performance is quite strong. It is recommended to the Head of the Summersari Primary Health Center to further improve the performance of its employees by creating comfortable working conditions such as every employee's workroom equipped with adequate ventilation, making regulations that support the implementation of the puskesmas program, and making clear work procedures.(19)

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