



Factors Relating to Work Motivation on Employees at Pasar Rebo Public Health Center, Bogor Regency in 2021

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ABSTRACT

The purpose of this study was to obtain an overview of the relationship between individual characteristics, satisfier factors and dissatisfier factors on the work motivation of Pasar Rebo Public Health Center employees, Bogor Regency in 2021. The study was conducted with a cross sectional approach, the number of samples was 50 people. The data obtained in this study were primary data from questionnaires distributed to nurses. The results of this study indicate that as many as 2% of employees have very good work motivation, 78% of employees have good work motivation and 20% of nurses have poor work motivation. From the bivariate analysis between variables, it was found that those that had a significant relationship with the work motivation of Puskesmas employees were the work itself, responsibilities, salary received and individual potential development.

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1. Introduction

The development of human resource management is currently driven by the progress of civilization, education and science. This development began with the cooperation and division of labor between two or more people. The management of these resources is very important to achieve organizational goals through management which is a tool to achieve these goals. In achieving agency goals, there are many elements that are important in their fulfillment, including the motivation of workers. Motivation is a driving force that can provide energy and is able to move all existing potential, create high desires, and increase togetherness.

According to the World Health Organization (WHO), Indonesia is included in the 5 countries with the lowest motivation for health workers, in addition to Vietnam, Argentina, Nigeria and India. This is due to the aspect of fulfilling welfare. Merihot (in Marliani, 2015) suggests that motivation is the factors that direct and encourage a person's behavior or desire to carry out an activity that is expressed in the form of a hard effort.

The problem that occurs in health services today is that many health workers do not have high motivation to work due to various factors such as heavy workloads and high work risks in the country, but are not balanced with good job protection and inadequate wages. adequate, not to mention the welfare factor and the competence factor. In contrast to health workers who are abroad who have motivations ranging from self-development, salaries that are considered higher, and extraordinary life and career experiences. So many health workers from within the country who move to work abroad. Herzberg's Two Factors Motivation Theory states that motivation can be influenced by satisfier factors (achievement, recognition, work itself, responsibility, individual potential development) and dissatisfier factors (salary or wages, working conditions, wisdom). and corporate administration, Interpersonal relations, Quality of supervision).

The results of research by Gusti Rahmi Kurnia et al (2017) show that there is a significant relationship between responsibility (0.0001) interpersonal relations (0.011), working conditions (0.006) and supervision (0.002) with Employee Work Motivation at the Kuamang Health Center, Panti District in 2016. Felix Kasim and Astuti Ginting (2018) in their research results state that there is a relationship between achievement (0.011),

awards (0.019), responsibility (0.003), work environment (0.004) and supervision (0.008) with employee work motivation at the Juhar Health Center District Juhar Karo Regency. The results of Rahmadani Cici Aulia's research (2017), show that there is a relationship between supervision (0.04), working conditions (0.011), and responsibility (0.001) with the work motivation of Health Workers at the Kuranji Health Center in Padang City in 2017.

Puskesmas is the first health service facility that is responsible for organizing individual health efforts and public health efforts in its working area. In improving the quality of health services at the Puskesmas, among others, by improving the performance of health human resources at the Puskesmas. The impact of lack of motivation from health workers is not only on the organization of the puskesmas, but will also have an impact on community complaints regarding health services. Based on the above background, the authors are interested in researching the factors related to work motivation at Pasar Rebo Health Center employees, Bogor Regency in 2020.

2. Research Method

2.1 Definition of Motivation

Motive or motivation comes from the Latin word *moreve* which means an impulse from within humans to act or behave. Understanding motivation can not be separated from the word needs or wants or needs. A need is a potential in humans that needs to be addressed or responded to.

2.2 Motivational Factor

This factor is a factor that concerns a person's psychological needs, namely the feeling of being perfect in doing work. This motivational factor is related to personal appreciation that is directly related to work.

The concept of hygiene is also called the two-factor theory, namely:

- a Content (Content=Satisfier) Job
 - 1) Achievements
 - 2) Recognition
 - 3) The work itself (The work it self)
 - 4) Responsibility
 - 5) Individual Potential Development (Advancement)
- b Hygiene Factors (Demotivating=Dissatisfier)
 - 1) Salary or wages (Wages or Salaries)
 - 2) Working Conditions
 - 3) Company policy and administration (Company Policy and Administration)
 - 4) Interpersonal Relations
 - 5) Quality of supervision (Quality Supervisor)

From these two factors, it is known that in planning work for workers there must always be a balance between these factors. The ideal motivation that can stimulate business is the opportunity to carry out tasks that require more expertise and opportunities to develop the abilities of the worker.

3. Results and Discussion

The type of research in this study is "observational analytic" (searching for relationships between variables) by analyzing the data that has been collected. The research design used in this study is a survey method using a cross sectional approach (cross-sectional), where all variables, both independent and dependent on the research subject, are simultaneously (examined at one time). The population used as subjects in this study were all employees at Pasar Rebo health center, totaling 50 people. The sampling technique in this study used a saturated sampling technique where all the population in this study were sampled, namely 50 employees at Pasar Rebo Public Health Center.

3.1 Univariat Analysis

Tabel 1
Frequency Distribution of Respondents Age

Janis kelamin	Frekuensi	Persentase (%)
≤ 29 tahun	18	36%
> 29 tahun	32	64%

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Jenis kelamin	Frekuensi	Persentase (%)
Total	50	100%

Characteristics That the age of respondents > 29 years is more than that of respondents aged > 29 years.

Table 2

Frequency Distribution of Respondents' Gender

Jenis kelamin	Frekuensi	Persentase (%)
Perempuan	32	42,10%
Laki – laki	18	23,70%
Total	50	100%

That respondents with female sex have a percentage of 64% more than men who are only 36%.

a Characteristics of Respondents Based on Education

That respondents with higher education levels have a percentage of 98% more than those with higher education levels with a low level of education which is only 2%.

1) Characteristics of Respondents Based on the length of work

That respondents with a length of work > 3 years (52%) are more than those with a length of work 3 years (48%).

2) Characteristics of Respondents Based on employment status

It is known that the Employment Status of respondents with non-civil servant status (82%) is more than that of civil servants (18%).

3) Work motivation

It is known that Pasar Rebo Public Health Center employees have good work motivation (78%), poor motivation (20%) and very good motivation (2%).

b Satisfier factor

1) Work performance

It is known that most of the employees of Pasar Rebo Public Health Center have good work performance (82%) compared to very good (16%) and poor (2%).

2) Confession

It is known that most of the employees of Pasar Rebo Public Health Center have good recognition (94%) compared to those with poor recognition (6%).

3) The work itself

It is known that most of the employees of Pasar Rebo Public Health Center have good results for the work itself (50%) compared to the category of work itself which is very good (4%) and not good (46%).

4) Responsibility

It is known that most of the Pasar Rebo Puskesmas employees have good responsibility (86%) compared to very good responsibility (7%).

5) Individual potential development

It is known that the majority of Pasar Rebo Public Health Center employees have good individual potential development (84%) compared to the category of poor individual potential development (12%) and very good (4%).

c Disastifier factor

It is known that most of the Pasar Rebo Public Health Center employees have a good category in terms of salary (94%) compared to very good (4%) and poor (2%) categories in terms of salary.

1) Working conditions/environment

It is known that most of the employees of Pasar Rebo Public Health Center have very good working conditions/environment (72%) compared to the category of good work environment (26%) and not good (2%).

2) Policy

It is known that most of the Pasar Rebo Public Health Center employees think that the policy is in the good category (94%) compared to the policy category which is not good (6%).

3) Interpersonal relationship

It is known that most of the employees of Pasar Rebo Public Health Center have good interpersonal relationships (94%) compared to the category of poor interpersonal relationships (6%).

4) Supervision

It is known that most of the Pasar Rebo Public Health Center employees consider that the supervision at the Puskesmas is in the good category (96%) compared to the poor supervision category (4%).

d Bivariate Analysis

1) The relationship between age and work motivation

The results of the chi-square statistical analysis using the Pearson Chi-Square test with a 95% confidence level found that $p = 0.465 > = 0.05$. This shows that there is no significant relationship between age and motivation in Pasar Rebo Public Health Center employees.

2) The relationship between gender and work motivation

The results of the chi-square statistical analysis using the Pearson Chi-Square test with a level of 95% confidence was found that $p = 0.663 > = 0.05$. This shows that there is no significant relationship between gender and motivation in Pasar Rebo Public Health Center employees.

3) The relationship between length of work and work motivation

The results of the chi-square statistical analysis using the Pearson Chi-Square test with a 95% confidence level found that $p = 0.46 > = 0.05$. This shows that there is no significant relationship between length of work and motivation of Pasar Rebo Public Health Center employees.

4) The relationship between education and work motivation

The results of the chi-square statistical analysis using the Pearson Chi-Square test with a 95% confidence level found that $p = 0.13 > = 0.05$. This shows that there is no significant relationship between education and motivation of Pasar Rebo Public Health Center employees.

5) The relationship between employment status and work motivation

The results of the chi-square statistical analysis using the Pearson Chi-Square test with a 95% confidence level found that $p = 0.31 > = 0.05$. This shows that there is no significant relationship between employment status and motivation for Pasar Rebo Public Health Center employees.

6) The relationship between job recognition and work motivation

The results of the chi-square statistical analysis using the Pearson Chi-Square test with a 95% confidence level found that $p = 0.638 > = 0.05$. This shows that there is no significant relationship between recognition and motivation for Pasar Rebo Public Health Center employees.

7) The relationship between work performance and work motivation

The results of the chi-square statistical analysis using the Pearson Chi-Square test with a 95% confidence level found that $p = 0.207 > = 0.05$. This shows that there is no significant relationship between work performance and motivation in Pasar Rebo Public Health Center employees.

8) The relationship between the work itself and work motivation

The results of the chi-square statistical analysis using the Pearson Chi-Square test with a 95% confidence level found that $p = 0.000 < = 0.05$. This shows that there is a significant relationship between the work itself and the motivation of the Pasar Rebo Public Health Center employees.

9) The relationship between responsibility and work motivation

The results of the chi-square statistical analysis using the Pearson Chi-Square test with a 95% confidence level found that $p = 0.032 < = 0.05$. This shows that there is a significant relationship between responsibility and motivation in Pasar Rebo Community Health Center employees.

10) The relationship between individual potential development and work motivation

The results of the chi-square statistical analysis using the Pearson Chi-Square test with a 95% confidence level found that $p = 0.000 < = 0.05$. This shows that there is a significant relationship between potential development and motivation of Pasar Rebo Public Health Center employees.

11) The relationship between salary and work motivation

The results of the chi-square statistical analysis using the Pearson Chi-Square test with a 95% confidence level found that $p = 0.000 < = 0.05$. This shows that there is a significant relationship between salary and motivation for Pasar Rebo Public Health Center employees.

12) The relationship between policy and work motivation

The results of the chi-square statistical analysis using the Pearson Chi-Square test with a 95% confidence level found that $p = 0.113 > = 0.05$. This shows that there is no significant relationship between policy and motivation in Pasar Rebo Public Health Center employees.

13) The relationship between working conditions/environment and work motivation

The results of the chi-square statistical analysis using the Pearson Chi-Square test with a 95% confidence level found that $p = 0.911 > = 0.05$. This shows that there is no significant relationship between work conditions/environment and motivation of Pasar Rebo Public Health Center employees.

14) **The relationship between interpersonal relationships with work motivation**

The results of the chi-square statistical analysis using the Pearson Chi-Square test with a 95% confidence level found that $p = 0.819 > = 0.05$. This shows that there is no significant relationship between the interpersonal relationship with the motivation of the Pasar Rebo Public Health Center employees.

15) **The relationship between supervision and work motivation**

The results of the chi-square statistical analysis using the Pearson Chi-Square test with a 95% confidence level found that $p = 0.745 > = 0.05$. This shows that there is no significant relationship between supervision and motivation for Pasar Rebo Public Health Center employees.

3.2 Discussion

a The relationship between age and work motivation

In this study, employees aged 29 years had high work motivation. In this study, there was no relationship between employee age and work motivation at Pasar Rebo Health Center, Bogor Regency. Ideally, with the large number of employees aged 30 years at Pasar Rebo Health Center, Bogor Regency, they are of productive age, where in general they have a fairly high work spirit, but even productive age does not affect work motivation because it turns out that in this study the age group was > 30 years. more who have good motivation when compared to those aged 30.

b The relationship between gender and work motivation

Most of the employees on duty at Pasar Rebo Community Health Center in Bogor Regency are female employees. This will affect the level of individual work motivation, and how male employees view the work itself, which is certainly different from the perspective of women. As a result, if female and male employees are not balanced or female employees are more dominant, it will also affect work motivation. In this study, it was found that there was no effect of gender on work motivation. This is in accordance with the research of Vionita (2006) and Amalia (2008). The large difference in the proportion between female and male employees makes this study statistically insignificant. According to Wexley (1977) and Schultz (1986) in Vionita (2006), it is assumed that it is not gender differences that cause differences in work motivation but various factors related to gender, such as differences in getting information, salary levels, and others.

c The relationship between education and work motivation

More than ninety percent of the employees at Pasar Rebo Community Health Center, Bogor Regency, whose last education is high/how many graduated from high school and university. Most of the employees with high school and college education have good work motivation, while employees with a low level of education or graduate from elementary and junior high schools mostly have poor work motivation. From the statistical test results, no significant relationship was found between the level of education and employee motivation. This is according to the researcher's assumptions because the difference in the number of high school and college graduate employees is too large so that it does not provide significant results in the statistical test.

d The relationship between length of work and work motivation

Most of the employees in this study had more than 3 years of service. Employees with more than 3 years of service and less than 3 years tend to have more good work motivation. In this study, there was no relationship between length of work and employee motivation. The results of this study are in accordance with the opinion of Siagian (1989), a person's tenure can be an indicator of the tendency of workers in various aspects of organizational life, such as being associated with work productivity. From several studies, it has not been conclusively proven that the longer a person works in an organization, the higher his productivity will be. Therefore, an analysis of one's work motivation and behavior is needed to obtain a correlation between productivity and tenure.

e The relationship between employment status and work motivation

Most of the employees in this study were not civil servants. But from the results of the study there was a significant relationship between employment status and employee work motivation. However, this is in accordance with Strauss Sayles (1990) quoted from Vionita (2006) that status is a sign of the level of

recognition, appreciation, and acceptance given to someone, because status is the most important thing for people, where they will work. hard to get.

f The relationship between work performance and work motivation

In this study, more employees have a good perception of their work performance. The statistical test results show that there is no significant relationship between achievement and work motivation. This is different from the results of research by McCielland, Edward Murray and Gordon in Mangkunegara (2004) which follows from Amalia (2008), which concludes that there is a positive relationship between achievement motivation and achievement. This means that workers who have high achievement motivation tend to have high work performance, and conversely those with low work performance are possible because their achievement motivation is low..

g The relationship between recognition and work motivation

In this study, most of the employees received good recognition. From the results of statistical tests there is no significant relationship between recognition and work motivation. The results of this study are in accordance with the opinion of Soekidjo (2007) that respect for employees can also create a feeling of how important the employee is to the organization. In this study, good recognition does not necessarily have good work motivation, therefore good recognition cannot be directly proportional to good work motivation.

h The relationship between the work itself and work motivation

This study shows that half of the employees have a good perception of their work. There is a relationship between the work itself and work motivation. The results of this study are the same as the opinion of Symtak (1999) quoted from Amalia (2008), where if a person feels his work itself is considered good enough, then he will feel satisfied and will automatically work well.

i The relationship between responsibility and work motivation

The results showed that responsibility greatly affects employee motivation. This shows that there is a significant relationship between responsibility and motivation of health workers at Pasar Rebo Health Center, Bogor Regency. The results of this study are in line with Fakhruddin's (2001) research on the motivation and ability of nurses on the performance of medical recorders at the Medan Haji Hospital.

j Responsibility is an important factor in carrying out tasks

Where every employee is required to provide services in accordance with the needs and limits of maximum ability. Carrying out tasks responsibly will improve the quality of work and good results because this responsibility is directly related to work results and if employees do not carry out their duties responsibly, something undesirable will happen. For this reason, every leader must carry out supervision attached to his subordinates so that the responsibility of employees in carrying out their work continues to increase. One of the steps that can be taken is to enforce discipline and apply sanctions to employees who do not carry out their responsibilities properly and do not comply with procedures so that every employee will be motivated to do their work with full responsibility.

This study shows that most of the respondents who have good responsibilities have good motivation as well. This fully determines the influence on employee work motivation and considers no job without risk, so that in carrying out their duties each health worker must have their own operational standards in order to anticipate the occurrence of things that are not desirable so that in making a decision or their actions. ready to take any risks that will happen in the future.

k The relationship between individual potential development and work motivation

In this study, it was found that there was a relationship between individual potential development opportunities and employee work motivation. In Siagian (1989) it is stated that employee career development is important as an integral part of efforts to motivate them, by having education and training programs for employees, the implementation of which can be done inside or outside the organization aimed at carrying out their current duties or preparing the employee. for new assignments in the future. According to Andrew J Durbin in Mangkunegara (2004) quoted from Amalia (2008) that career development is an employment activity that helps employees plan their future careers in the company, so that the company and the employees concerned can develop themselves to the maximum.

l The relationship between salary and work motivation

The results showed that there was a relationship between salary and work motivation. This is in accordance with the research of Vionita (2006) and Amalia (2008) that there is a relationship between the salary received and the work motivation of nurses. According to Sastrohadiwiry (2005) quoted from Amalia (2008) that the reward system can play a role in increasing work motivation to be more effective and important that is used by

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workers regarding their income, namely expectations and perceptions of justice. Expectations that the amount of financial rewards that he deserves is based on his level of education, knowledge, skills, nature of work, amount of responsibility, amount of authority he has and hopes to get economic needs and other needs fairly. Perception of justice also plays a role, from the theory of motivation, it is known that justice is assessed using three comparison factors, namely oneself, the prevailing system and others. The provisions that apply to the Paar Rebo Health Center, Bogor Regency, in addition to the salary of nurses, also receive additional income from the local government in the form of service fees. According to the researcher, the income received by employees is sufficient and there are still some who feel that the income they receive is not appropriate if they compare it with the salaries received by other employees who work in private hospital health facilities. These complaints arise because the more a person needs, the greater the costs incurred needed to meet needs. So it must be able to determine the priority needs so that it can manage costs well.

m The relationship between working conditions/environment with work motivation

In the study, more than seventy percent of employees stated that their working environment was very good. From the research results show that there is no relationship between the conditions of the work environment with work motivation. The results of this study differ from the opinion of Siagian (1997) which states that although it is true that work efficiency, effectiveness and productivity depend on the human element in the organization, however, supporting working conditions are still needed in the sense of the availability of adequate work facilities and infrastructure in accordance with the nature of the task. to be solved, because a worker spends a third of his life in his work environment every day.

n Relationship between Policy and work motivation

In this study, most of the Puskesmas employees stated that the policies implemented by this Puskesmas were good. The results showed that there was no relationship between hospital policies and employee work motivation. The results of this study differ from the opinion of Sagir (1990) quoted from Amalia (2008) which states that the company's policy, especially in this case the hospital, which concerns the rights of employees to get easy access to health services for the nurses themselves and their families, good and satisfactory employment regulations in their implementation and openness in the problems faced by the company can affect a person's performance.

o The relationship between interpersonal relationships and work motivation

In this study, most of the employees stated that their interpersonal relationships in the puskesmas were good. The results also show that there is no relationship between interpersonal relationships in the hospital and work motivation. This shows that a good relationship also does not have a significant relationship with employee work motivation.

p The relationship between supervision and work motivation

In this study, most of the employees stated that the quality of supervision they had received so far was good. Most of the employees who stated that the supervision they had received so far had good work motivation. The results of this study also show that there is no relationship between supervision and work motivation. This is not in accordance with the opinion of Mangkunegara (2001) quoted from Vionita, that supervisory activities carried out in a planned and sustainable manner to employees will encourage productivity. The quality of supervision in terms of the level of employee satisfaction is one of the variables that support the level of employee performance.

4. Conclusions

Based on the results of research, analysis and discussion, the following conclusions can be drawn:

- a. There is a relationship between the work itself and the motivation of the Pasar Rebo Puskesmas employees, Bogor Regency in 2021
- b. There is a significant relationship between responsibility and motivation for employees of Pasar Rebo Community Health Center, Bogor Regency in 2021
- c. There is a significant relationship between the development of individual potential and motivation for employees at Pasar Rebo Community Health Center, Bogor Regency in 2021
- d. There is a significant relationship between salary and motivation for employees at Pasar Rebo Health Center, Bogor Regency in 2021

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