

# The Effect of Motivation, Ethics, and Work Discipline on Performance of Employees at the Kotapinang Regional General Hospital, South Labuhanbatu

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## Abstract

Purpose from study sees influence motivation, ethics and discipline work to performance employee hospital of Kotapinang. Researched data with spread questionnaire for 100 research samples, namely employees General Hospital of Penang. For see results analysis with use application that is spss. Test conducted by partial and simultaneous with to do a t-test, regression f test and also see determination. t test results motivation has a positive and significant effect on performance, it can be seen from the results of the t-table test which shows that  $2.892 > 1.984$  (t-count > t-table), ethics has a positive and significant effect on performance, it can be seen from the results of the t-table test which shows that  $3.038 > 1.984$  (t-count > t-table), discipline work does not have a positive and significant effect on performance, it can be seen from the results of the t table test which shows that  $-0.055 < 1.984$  (t-count < t-table), results testing by simultaneous show that motivation, ethics and discipline work give positive and significant influence \_ to performance Thing this seen from F count > F table ( $9,358 > 2.47$ ).

*Keywords:* motivation; ethics; discipline work; performance.

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## 1. Introduction

The existence of an employee as a human resource in a job is an aspect for the creation of a predetermined organizational plan. Hadi (2018) said "that no matter how modern the technology is used or however much funds are used, without professional resources all of them will be useless". Especially for an agency that provides public services, the role of employees will be very important, considering that the performance of an employee is an important aspect to pay attention to. Performance problems are problems that will affect the services provided by an employee, employees with a good level of performance will have an influence on the results of the work they do.

Mangkunegara (2011) said "Performance is the success of a person or group by looking at the results of a process or level of success during a certain period in carrying out their duties both in quality and quantity". The problem of an employee's performance can be seen through the process when an employee is working, for example there are employees who leave during working hours, researchers make observations at the Kota Pinang public hospital, at the time of observation there are still employees with a performance level that is not optimal, it can be seen from there are employees who don't come on time so that operational hours are not carried out according to the regulations that have been set.

In South Labuhanbatu Regency, the Kotapinang Labuhanbatu Regional General Hospital (RSUD) has been established which is owned by the regional government. Regional General Hospital (RSUD) Kotapinang as one of the health services under the auspices of the South Labuhanbatu Regency government is required to be able to provide

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excellent health services. By providing health services at the Kotapinang Hospital, it will have an impact on the optimal performance of its employees.

From the preliminary data, the researcher obtained information from the Head of the Program, Reporting and Assets Subdivision of the Kotapinang Hospital that the RSUD had rapid development in the development and improvement of the quality of its employees. In his statement, the Head of the Program, Reporting and Assets Subdivision of the Kotapinang Hospital explained that the enthusiasm of the community to get the best health services and the presence of specialist doctors and other competent medical personnel so that the number of people who wanted to receive health services at the RSUD continued to increase. Of course, the enthusiasm must be able to be managed properly by the RSUD Kotapinang, otherwise it will make the RSUD Kotapinang be abandoned by the community. One thing that must be managed properly is the performance of its employees. Good employee performance at the Kotapinang Hospital will increase public trust in the Hospital.

According to Dlamini & Chinje, (2019) employee performance is influenced by several factors, namely compensation, training, work environment, work discipline and also work motivation". Factors driving the performance of an employee can make changes to the performance of an employee for the better, the researchers took 3 factors that can have an influence on improving the performance of the public hospital employees in Pinang City, namely motivation, ethics and also work discipline. These three factors can be improved in order to make the performance of an employee better and increase along with the increasing factors that can affect the performance of an employee.

Bataineh (2019) said "motivation is said to be an encouragement to a series of processes of human behavior in achieving goals". Motivation gives impetus to the spirit of employees at work, employees with high work motivation will make an employee's performance increase as well. The researcher considers that the level of motivation at the Kota Pinang public hospital should be further increased in order to provide direction to all employees that in providing services it must be with good hospitality, by providing motivation to increase employee performance.

Etymologically, work ethic is the science of customs relating to good or bad habits that are generally accepted regarding attitudes, actions, obligations and so on. If it is associated with research observations carried out, the work ethic of employees is related to the friendliness of employees when providing services to patients. Researchers consider that work ethics still have to improve where not all patients give a good perception of the hospitality provided by the staff of the Penang public hospital, this will show that performance in providing services is still not running optimally.

Of these two factors, there are still factors that can affect the performance of an employee, namely work discipline. By enforcing discipline, it can overcome the problem of poor employee performance and strengthen the influence of good work behavior. According to (Prasetyo *et al.*, 2020) "discipline can be carried out properly and not delaying time, then performance problems will not be allowed to become severe and the possibility of problems can be resolved quickly and well". In connection with the observations made, the level of discipline that must be improved is regarding the discipline of the employee's working time. Based on the description above, the hospital must understand well what factors can be used as a driving force in improving the performance of all employees who are working, good performance will create a good perception in the eyes of the public.

## **2. Literature Review**

### *2.1. Motivation*

Motivation is the stage of influencing from the outside on a person or group so that they do something that has been determined, the influence from outside encourages an employee to work well" (Karmila & Kadarusman, 2020). Motivation is the stage of influencing individual choices towards various forms of desired activities (Adha *et al.*, 2019). From the understanding of these experts, it can be concluded that motivation is encouragement, support or pressure given by other people to influence the decisions of others.

The hierarchy of needs theory from Abraham Maslowin (Ekhsan & Setiawan, 2021), the indicators of motivation are:

1) Physiological need

Physiological needs are the main needs that must be met in the form of eating, drinking clothes and shelter, meaning that the provision of motivation can be in the form of something that can have an influence on the physiology of employees who are completing work.

2) Safety needs

Safety need is the need for a feeling of security felt by workers when they are in their work environment, the need for security at work is the responsibility of the company.

3) Social needs

Social needs are extreme needs that must be met by workers, such as getting a free vacation schedule. The fulfillment of these social needs can be something that affects employee pleasure.

4) The need for appreciation (Esteem-need)

The indicator of fulfilling the need for an award is an appreciation of an employee who has succeeded in achieving a target.

5) Self-actualization need

The need for self-actualization is a need to give employees the freedom to show their abilities and expertise.

From the understanding that has been described by the experts above, it can be concluded that motivation is encouragement, support or pressure given by other people to influence the decisions of others. In the indicators described above, this research is limited to the following work discipline indicators:

- 1) Physiological Needs
- 2) Security needs
- 3) The need for appreciation
- 4) Confident
- 5) Willingness

## 2.2. Work Ethic

Work ethic is a trait and view of workers, work habits that a person has, a group of people and a nation that gives public perception" (Augustinus & Halim, 2018). Work ethic is a positive and high-quality action rooted in clear awareness and strong belief in interrelated work paradigms" (Asbari et al., 2019). From the definition described above, it can be concluded that work ethic is often related to the behavior of an employee. While the indicators described above in this research are limited to work ethics indicators as follows:

- 1) Implementation of tasks in accordance with the mission, vision and goals
- 2) Respect fellow employees
- 3) Persevere
- 4) Responsible
- 5) Cooperation

## 2.3. Work Discipline

Work discipline is defined as the willingness of employees to consciously obey all organizational regulations and applicable social norms (Panjaitan, 2017). Discipline is an attitude of willingness and willingness of a person to enforce all work regulations that have been given in optimizing the work produced (Triastuti, 2019). According to (Elizar & Tanjung, 2018), there are five indicators of work discipline, namely:

- 1) Obey the rules of time. It is the discipline of attendance and proper use of time.
- 2) Obey company regulations. Arrangements regarding dress etiquette at the office.
- 3) Obey the rules of conduct at work. That is discipline to the type of work in accordance with the profession that is adhered to.

- 4) Comply with other regulations in the company. Other rules that are agreed upon by all employees and all members of the company.
- 5) Following the company's vision and mission, implementing the vision and mission that has been made by an agency.

From the definition described, it can be concluded that discipline is a positive and strong-willed attitude shown by an employee. While the indicators described above are limited in this research to work discipline indicators as follows:

- 1) Discipline of time
- 2) Discipline of regulations
- 3) Behavioral discipline
- 4) An example of responsibility
- 5) Following the vision and mission

#### 2.4. Employee Performance

Meaning employee performance is the result of work both in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him" (Aini et al., 2021). The performance of something carried out by an employee, performance will affect how much the brand contributes to the organization which includes output quantity, output quality, output period and cooperative attitude" (Jamaludin & Ismail, 2021). From the above understanding, it can be concluded that performance is the result of work achieved by a person in carrying out his work tasks. Following on from the indicators described above, this research is limited to the following performance indicators:

- 1) Working quantity
- 2) Quality of work
- 3) Punctuality
- 4) Independence
- 5) Creativity

### 3. Methods

The type of research is quantitative, namely the test results are carried out using test results indicated by numbers which are then processed with SPSS, data collection is carried out by distributing questionnaires to respondents by determining the management of respondents' answers, namely the Likert scale which is stated by numbers 1 to 5 which describes the statement disagree to strongly agree.

The population of the generalization area where there is an object of research, where the researcher takes 221 populations, namely the employees of the Kota Pinang General Hospital who then uses the researcher using the Slovin formula so that the population that becomes the sample is as follows:

$$n = \frac{N}{(1 + Ne^2)}$$

with:

n = Number of samples

N = Population size

e = Margin of error (10% or 0.1)

So the number of samples (n) becomes:

$$n = \frac{221}{(1 + 221(0,1)^2)} = 99,54$$

The number of samples used is 100, so that sample in the research that will made reference deployment questionnaire is as many as 100 people.

### 3.1. Validity Test

Validity test is testing the results of the questionnaire recap which is used to test the validity of the questionnaire data whether the data can be used as reference material for further research or not. The level of validity of a data is expressed by comparing the calculated r value with the r table.

### 3.2. Reliability Test

Brucal et al. (2022) said "reliability test is to show the extent to which the measuring instrument can be trusted or reliable". Reliability test is to see the level of reliability of a statement that is tested whether the questionnaire used is reliable or not. Statements that have been declared valid in the validity test, will determine their reliability with the following criteria:

- a) If r (alpha) is positive or of r table then the statement is reliable.
- b) If r (alpha) is negative or of r table then the statement is not reliable.

A construct or variable is said to be reliable if it gives a Cronbach Alpha value 0.6.

### 3.3. Classical Assumption Test

The classical assumption test includes normality, multicollinearity and heteroscedasticity tests which are processed with SPSS version 20.

### 3.4. Hypothesis Test

Testing to see whether the hypothesis is accepted or not processed through SPSS data as a reference for answers to the hypothesis.

## 4. Result and Discussions

### 4.1. Respondents Characteristics

**Table 1.** Overview of characteristics respondent

	<b>Information</b>	<b>Amount</b>	<b>Percentage (%)</b>
Characteristics type sex	Man	50	50%
	Woman	50	50%
	<b>Amount</b>	<b>100</b>	<b>100%</b>
Working time	<2 years	21	23.59%
	>2 years	89	76.41%
	<b>Amount</b>	<b>100</b>	<b>100%</b>
Last Education	Elementary-SMP	20	25%
	High School- Bachelor	80	75%
	<b>Amount</b>	<b>100</b>	<b>100%</b>

Source: primary data processed by researchers (2022).

4.2. *Validity Test*

**Table 2.** Validity Test

Variable	Items	R-count	R-table	Conclusion
Motivation	X1.1	0.581	0.198	Valid
	X1.2	0.602	0.198	Valid
	X1.3	0.566	0.198	Valid
	X1.4	0.559	0.198	Valid
	X1.5	0.563	0.198	Valid
Ethics	X2.1	0.510	0.198	Valid
	X2.2	0.468	0.198	Valid
	X2.3	0.441	0.198	Valid
	X2.4	0.523	0.198	Valid
	X2.5	0.422	0.198	Valid
Discipline work	X3.1	0.581	0.198	Valid
	X3.2	0.701	0.198	Valid
	X3.3	0.541	0.198	Valid
	X3.4	0.618	0.198	Valid
	X3.5	0.721	0.198	Valid
Performance	Y1.1	0.545	0.198	Valid
	Y1.2	0.475	0.198	Valid
	Y1.3	0.473	0.198	Valid
	Y1.4	0.542	0.198	Valid
	Y1.5	0.621	0.198	Valid

Source: primary data processed by researchers (2022).

4.3. *Reliability Test*

**Table 3.** Reliability Test

Variabel	Items	Cronbach alpha	Keterangan
Motivation	X1.1	0.687	Reliable
	X1.2		Reliable
	X1.3		Reliable
	X1.4		Reliable
	X1.5		Reliable
Ethics	X2.1	0.714	Reliable
	X2.2		Reliable
	X2.3		Reliable
	X2.4		Reliable
	X2.5		Reliable
Discipline work	X3.1	0.742	Reliable
	X3.2		Reliable
	X3.3		Reliable
	X3.4		Reliable
	X3.5		Reliable
Performance	Y1.1	0.814	Reliable
	Y1.2		Reliable
	Y1.3		Reliable
	Y1.4		Reliable
	Y1.5		Reliable

Source: primary data processed by researchers (2022).

4.4. Classic Assumption Test

4.4.1. Normality Test

**Table 4.** Normality Test  
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		70
Normal Parameters <sup>a,b</sup>	Mean	0E-7
	Std. Deviation	.87945599
Most Extreme Differences	Absolute	.127
	Positive	.046
	Negative	-.127
Kolmogorov-Smirnov Z		.550
Asymp. Sig. (2-tailed)		.678

Source: primary data processed by researchers (2022).

Assumption normality already fulfill criteria, namely the residual value of Asympy.Sig (2- tailed) is greater than 0.05 then it can be stated that the data in this study is statistically normally distributed and if Asympy.Sig (2- tailed) is less than 0.05 then the data is not normally distributed. Because the residual value Asympy.Sig (2- tailed) in the table below is 0.678 > 0.05 or greater than 0.05, then the data in this study are normally distributed.

4.4.2. Multicollinearity Test

**Table 5.** Multicollinearity Test  
Coefficients<sup>a</sup>

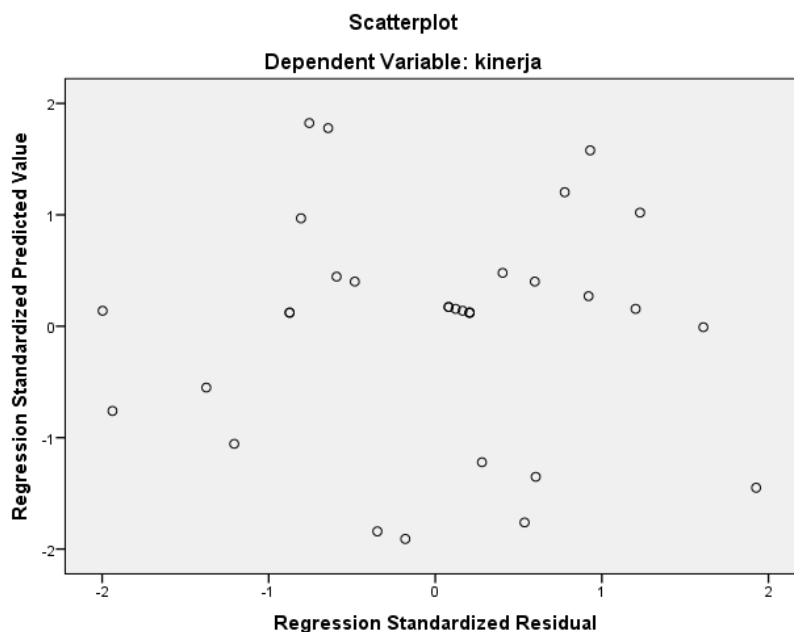
Model	Collinearity Statistics	
	Tolerance	VIF
(Constant)		
1		
Motivation	.518	1.929
Ethics	.736	1.359
Discipline work	.549	1.821

a. Dependent Variable: Kinerja

Source: primary data processed by researchers (2022).

Table 5 show that testing multicollinearity already in accordance with provision that more tolerance value from 0.1 and vif not enough from 10.

Figure 1 show that no there is element heteroscedasticity because results statistics show that spread data spread with good and not shape pattern special.



**Figure 1.** Heteroscedarity Test

4.5. *Multiple Linear Regression Results Test*

**Table 6.** Multiple linear regression results test

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	10.710	1.372		7.806	.000
1 Motivation	.139	.073	.236	2.892	.012
Ethics	.294	.097	.318	3.038	.003
Discipline work	-.006	.113	-.007	-.055	.957

Source: primary data processed by researchers (2022).

Based on table 6, then could made equality namely:

$$Y = 10,710 + 0,139 + 0.294 + -0.006$$

with explain:

- a) The value for motivation show results positive to performance with score coefficient of 0.139. Means every enhancement motivation of 0.139 will increase performance of 0, 139.
- b) The value ethics show connection positive to performance with score coefficient of 0.294. Means every enhancement ethics of 0.294 will increase performance of 0.294.
- c) The value discipline work show connection negative to performance with score coefficient of - 0.006. Means every subtraction discipline work of -0.06 will reduce performance of -0.006.

4.6. *T Test*

Based on table 6, we can said that:

- a) Test results for X1 is 2.892, t table is 1.984 (t count > t table), with score significant  $0.012 < 0.05$ . So H0 is rejected and ha is accepted. Motivation take effect positive and significant to performance.
- b) Test results for X2 of of 3.038, t table 1.984 (t count < t table), with score significant  $0.003 < 0.05$ . So H0 is rejected and ha is accepted. Motivation take effect positive and significant to performance.
- c) Test results for X3 of of -0.055, t table 1.984 (t count > t table), with score significant  $0.957 < 0.05$ . So H0 is accepted and ha is rejected. Discipline work no take effect to performance.

4.7. *F Test*

**Table 7.** Simultaneous Test

ANOVA <sup>a</sup>						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	26.869	3	8.956	9.358	.000 <sup>b</sup>
	Residual	91.881	96	.957		
	Total	118.750	99			

Source: primary data processed by researchers (2022).

Table 7 show that score calculation of F bigger from table f value with score significant 0.000 more small of 0.005. This thing shows that testing by simultaneously take effect positive and significant

4.8. *Determinant*

**Table 8.** Determinants

Model Summary <sup>b</sup>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.786 <sup>a</sup>	.618	.573	.769

Source: primary data processed by researchers (2022).

Final result study in table 8 show that independent variable gives influence of 0.573 or by 57.30% and the rest influenced by factors supporter other.

4.9. *Discussion*

Human resources need to be managed professionally to create a balance between the needs of employees, the demands and capabilities of the company's organization, and the importance of quality human resources for the company's progress. This balance is the main key for the company to develop productively and achieve company goals. Therefore, employees are expected to work productively and professionally. There is an awareness that the survival and growth of a company are determined by the power of money or capital and by the successful management of human resources.

In this study, the researcher tries to explain the factors that are thought to improve employee performance, especially in the health industry. Below, the researcher conveys the important points from the results of this study, namely:

- 1) Motivation has a positive and significant effect on performance: The t-count for motivation is 2.892, t-table is 1.984 (t-count > t-table), with a significant value of  $0.012 < 0.05$ . So H0 is rejected and ha is accepted. Motivation has a positive and significant effect on performance.

- 2) Ethics has a positive and significant effect on performance: The t-value for ethics is 3.038, t-table is 1.984 (t-count <t-table), with a significant value of 0.003 <0.05. So H<sub>0</sub> is rejected and H<sub>a</sub> is accepted. Ethics has a positive and significant effect on performance.
- 3) Work discipline has a positive and significant effect on performance: The t-value for work discipline is -0.055, t-table 1.984 (t-count <t-table), with a significant value of 0.957 > 0.05. Then H<sub>a</sub> is rejected and H<sub>0</sub> is accepted. Work discipline has no effect on performance.
- 4) Motivation, work ethics and discipline have a positive and significant effect on performance: Based on the f test, it can be seen that the calculated F value is 9.358 > 2.47, and the significant value is 0.000 <0.05, this shows that simultaneously the independent variables have a positive and significant effect on the dependent variable.

## 5. Conclusions

Based on the statistical calculations that have been summarized above, it can be concluded that all the variables in this study have a positive and significant effect on employee performance at the Labuhanbatu Selatan General Hospital. This study contributes to the scientific literature on employee performance by developing and validating a research model that describes the relationship and influence of several predictive variables in the context of a healthcare business. More detail relationship:

- a) The results of the first hypothesis are accepted, this can be seen from the test using SPSS which shows that the t-count value for the motivation variable is greater than t-table with a significant value below 0.05.
- b) The results of the second hypothesis are accepted, this can be seen from the test using SPSS which shows that the t-count value for the ethical variable is greater than t-table with a significant value below 0.05.
- c) The results of the third hypothesis are accepted, this can be seen from the test using SPSS which shows that the t value for the work discipline variable is smaller than t table with a significant value above 0.05.
- d) The results of the 4th hypothesis are accepted, work ethics and discipline together have a positive and significant influence. This can be seen from the F test where F count is greater than F table.

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