



## Improving Employee Performance Through Motivation and Work Discipline

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**Abstract:** This study looked at the relationship between performance and motivation and discipline at Radjak Hospital Salemba. This study used quantitative data collected through a Likert scale with the SPSS version 23 program. Data were collected from 221 patients at Radjak Hospital Salemba. This hospital is located in the northwestern part of Indonesia and is staffed by local residents. This research uses quantitative descriptive research. A population of 221 people was tested using the Slovin sample formula, and at least 69 people were included in the sample. The results are positive, with a Sig Value of 0.259 and a T-Test Result of 0.040. Additionally, 3. Based on the results of multiple linear regression, work motivation and work discipline have a positive effect on employee performance. This influence can be seen in the constant values of 0.797 and 0.259 for positive work motivation and work discipline, respectively. In addition, the Sig T test shows that the two characteristics of work ethics have a significant effect on employee performance with values of 0.040 and 0.000 respectively. Work motivation and discipline also affect employee performance by 69.4% which is explained from the results of the R square test. The remaining 30.6% due to this influence is caused by other factors not examined in this study.

**Keywords:** Motivation, Dicipline, Performance

### INTRODUCTION

For any company to be successful, they need to consider human resources (HR), which is the most important factor in the success of any organization. Besides other human resources, factors such as human resources help companies produce goods and services.

According to Adam Smith, the components of production include labour, natural resources, land and capital. These four factors help companies move through the process more quickly by making more items.

Effective organizational development requires consideration of human resources. Every organization must strategically consider the qualities its employees need including innovative

thinking, creativity, experience, and education to thrive in a competitive business environment. Implementing these qualities into an organizational development strategy helps every company prepare for the challenges that lie ahead. Qualified human resources determine the competitiveness of any corporate organization.

Professionals provide an important competitive advantage. Being able to provide professional services to the public is a result of science and technology, which is important no matter how difficult it is to achieve. To survive in today's business world, managers need to maintain high employee productivity and morale. They must also meet company goals and stay relevant in an ever-changing environment. The changing business world presents a number of challenges that require immediate attention. These include increased demands on employees and the creation of greater regional autonomy.

When analyzing the results of a job, we can determine the goals and achievements of the organization. It shows us how much each target has been achieved and how well the company has achieved its goals. Every company sets goals for itself; they need to be met for the organization to continue to grow. To improve performance, companies apply a number of methods. This includes providing rewards, compensation and a positive work environment. Because of the importance of this goal, it is very challenging for managers to improve employee performance. If successful, the company is more likely to succeed and vice versa.

Maternity Hospital No. 30 was established by notarial deed dated 11 August 2003. Later, the Sismadi health care provider's family turned it into a public facility by entering No. 35 in July 2007. The existence of Radjak Salemba Hospital means a lot to the people of Jakarta Pusat and its surroundings. The hospital continues to improve its equipment with the help of medical and non-medical personnel who are experienced in their fields. In addition, the hospital implements Sismadi Service Excellence in providing health services. Until now, Radjak Salemba Hospital continues to strive to provide better health services for patients and their families through its motto.

Many employees at Radjak Salemba Hospital have attendance problems and find it difficult to adjust their work schedule outside of regular working hours. In addition, some employees have expired leave entitlements or have worked in the hospital for years. However, they often have needs beyond their work schedule that require them to apply for a non-work permit. Some employees also do not comply with the rules and regulations made by their employers. For example, some wear work uniforms at work even though they are told to change into personal protective equipment for certain tasks. Others do not follow directions from supervisors even when asked to complete a task within a certain time frame. In addition, some superiors tend to demand that each task be completed quickly without considering the abilities of their subordinates.

Employees at Salemba Radjak Hospital can be motivated by prioritizing a lack of responsibility at work. This often causes employees to feel that they are not valued and burnt out after a long career. As a result, older workers do not receive special treatment or praise. Instead, they work hard within their responsibilities and only teach new recruits if they have sufficient understanding of their profession.

## **LITERATURE REVIEW**

### **Motivation**

In 1943, Abraham Maslow was a psychologist who believed that the five basic human needs are in a certain hierarchical order. The Hierarchy of Needs explains motivation in terms of the most basic needs to the highest (Maryatmi & Limakrisna, 2020).

According to the work of Jones (2005), motivation is the process of initiating, maintaining, directing, assisting and inhibiting certain behaviors on the subject. Furthermore, these feelings and responses are related to behavior (Limakrisna, Noor, & Ali, 2016).

Kartini Kartono (2000), states that motivation causes workers to take action. Therefore, understanding the motivations of social workers and understanding the motivations of others outside of social work can help with efficiency in this area.

Siagian's work Peter Boxal (2007), explores motivation from a more external perspective. This is due to the fact that people's motives come from outside sources rather than from the inside. Boxal also explores motivation as a whole process that includes giving work motives to subordinates in order to create sincere goals. Siagian's writings focus more on the motivation of external factors in one's behaviour instead of focusing on the motivation that naturally exists inside a person. Boxal's book shows how motivation works through the process of providing work motives to subordinates so they can work sincerely to achieve goals. Boxal also shows the influence that external motivations have on people (Putra, Candana, & Krisna, 2020).

Moenir, 2006, stated that the motivation of a person or intrinsic need to work comes from two elements. They are called "motivation from within" and it motivates people to work hard with enthusiasm. Similarly, Djatmiko, 2002, said that motivation is the provision of enthusiasm or stimulation for work.

### **Discipline**

Employee discipline entails conforming to company rules, whether they're written or unwritten. These rules include attendance policies, slow entry procedures and early exit policies. From this, it's evident that proper management is needed to address this aspect of employee personality. Organizations require employees to arrive and depart the workplace on schedule. This requirement is referred to as discipline. Behavior is disciplined when it's written down or not written. (Hasibuan, 2009:212)

Work discipline is defined as having a work ethic that adheres to unwritten laws, plus written ones. It also shows proper obedience and respect to authorities. Anyone exhibiting this mentality won't shy away from punishment if they break the rules. By definition, this is what work discipline is. Sastrohadwiryo, a writer, says this in 2003 (291).

According to HRM Rivai, Discipline is the most important function of the organization. When proper discipline is implemented within the company, higher work output is possible. Employee discipline refers to compliance with written and unwritten rules regarding organizational procedures and attitudes. It can also be referred to as the person's attitude, behavior and actions toward rules in the organization. By Sutrisno, 2009 said that discipline is a component of workplace management.

### **Performance**

Job requirements determine an employee's performance, specifically the tasks that are specific to that position. An employee's performance affects both their motivation and ability, according to Robbins (2003). Changes in either one affect the other, and managers must consider these factors when analyzing an employee's performance. Organizational performance depends on employee performance, so any problems with it can negatively impact the rest of the organization. To determine the success or failure of an employee's performance, one must look at the overall performance of a group or group of employees. Employee performance is how well a company delivers services or produces goods.

The word "performance" comes from the Latin term *performans*, which means "able to perform." Yukl (1998) suggests replacing the word task with the term proficiency. Performance encompasses aspects of business, leadership, motivation, potential, morale and loyalty. Effective work performance is measured by organizational goals such as efficiency, quality, and other criteria of effectiveness. Gibson (1997) defines performance as the result of fulfilling job requirements, including completing tasks accurately and efficiently. Three aspects of

performance can be seen in a professional's behaviors, results, and assessments. These are assessed through motivation, initiative, leadership potential, work morale and real results achieved at work.

## **METHODOLOGY**

The population of the research is 312 people; they were all employees at Radjak Hospital Salemba in Jakarta Pusat. The research used a quantitative descriptive method to gather information. A minimum of 70 people used the Slovin formula to create their sample, which was analyzed from a population of 312 people.

## **RESULT AND DISCUSSION**

69.4% of the influence on employee performance at Salemba Radjak Hospital comes from work motivation and work discipline. Additionally, these factors contribute to partial contributions, the study found that work motivation and discipline have a combined influence of 69.40% on employee performance. Additionally, the findings suggest that another 30.60% is affected by other variables not discussed in the study.

### **Multiple Regression Test**

After determining the multiple regression equation through analysis, the equation was named as such :

$$Y = -2,221 + 0,797 X_1 + 0,259 X_2 + e$$

The definition of the regression equation is as follows: When comparing employees' work at Radjak Hospital Salemba when they aren't affected by outside factors such as motivation and discipline, their -2.221 performance rating comes to mind. As a result, their results are below average or poor. The work motivation regression coefficient of 0.797 has a positive value that indicates that improved work motivation leads to higher employee performance scores. Work discipline has a positive effect on employee performance when measured by the work discipline regression coefficient of 0.259.

### **T test**

The significance value of the work discipline t test is 0.040, which means it's less than 0.05 and indicates that the hypothesis is accepted that the work discipline variable has a slight effect on employee performance. Work motivation t count variable 6.210 is greater than t table 1.99346, which means that work motivation has a positive effect on employee performance and is partially the reason employees perform well. Additionally, the significance value of the work motivation t test is 0.000, which means it's less than 0.05 and indicates that the hypothesis is accepted that work motivation has no significant effect on employee performance. The significance value of the work motivation t count test is 0.000, which means it's less than 0.05 and indicates that the hypothesis is accepted that work motivation has no significant effect on employee performance.

### **F test**

A significance value of 0.000 appears when analyzing the F test. This means that the null hypothesis that performance variables aren't affected simultaneously by work motivation and work discipline has been accepted. F table 3.12 shows a higher value than F count 81.460. This means that both work motivation and work discipline have a positive effect on employee performance.

With positive effects on performance, working motivation and discipline improve the performance of Radjak Hospital Salemba employees.

## CONCLUSION

The constant value of work motivation at Radjak Hospital Salemba in Central Jakarta is 0.797, which indicates a positive and significant effect on their performance. This can be seen from the partially positive sig T value of 0.000 and the significant positive work motivation value of 0.797. Work discipline has a significant and positive effect on the performance of employees at the Radjak Hospital Salemba located in Central Jakarta. This can be seen from the work discipline constant value of 0.259, as well as its Sig T value of 0.040. Employees at Radjak Hospital Salemba in central Jakarta perform better when motivated by their workplace and disciplined in their work. Multiple tests proved this, with the R square test results showing that motivation and environment effects employee performance by 69.4%. Working in a disciplined environment also increased performance by 30.6%, with positive effects of motivation and environment having 69.4% R square significance. Other factors not examined affected only 30.6% of the employee performance.

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