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The Influence of Work Motivation, work Environment and Compensation on Employee Performance at Royal Prima Medan General Hospital: A Case Study of Non-Medical Employees

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Abstract

The purpose of this study is to test and analyze the influence of work motivation, work environment, and compensation on employee performance. To test the influence of work motivation, work environment, and compensation on employee performance, a case study of non-medical employees at Royal Prima Medan Hospital. The decline in employee performance is influenced by work motivation, work environment, and compensation which causes a decline in employee performance in non-medical employees at Royal Prima Medan Hospital. The population in this study was 137 people and the sample in this study was 102 people. The research method used multiple linear regression analysis techniques. The results of the partial hypothesis testing calculation obtained a tcount value $< t_{table}$ or $-.540 < 1.984$ and a significant value of $0.591 > 0.05$, partially obtained a tcount value $> t_{table}$ or $2.364 > 1.984$ and a significant value of $0.020 < 0.05$, partially obtained a tcount value $> t_{table}$ or $4.238 > 1.984$ and a significant value of $0.000 < 0.05$, The results of the determination coefficient test obtained an Adjusted R Square value of 0.255, this means that 25.5% of the variation in the dependent variable can be explained by the variation in the independent variable while the remaining 74.5% (100% - 25.5%) is explained by other variables not examined in this study. The conclusion in this study shows that simultaneously work motivation, work environment and compensation have an impact on employee performance (case study of non-medical employees at RSU. Royal Prima Medan) and partially work motivation, work environment and compensation have an impact on employee performance (case study of non-medical employees at RSU. Royal Prima Medan).

Keywords: Work Motivation, Work Environment, Compensation, Employee Performance

1. Introduction

Hospitals, as healthcare institutions, play a strategic role in providing quality healthcare to the public. A hospital's success in providing optimal care is inseparable from the performance of its human resources. Hospital employees, from medical personnel to administrative staff, are the most valuable assets that determine the quality of service and the hospital's reputation. In an era of increasingly fierce competition in the healthcare sector, hospitals are required to continuously improve the quality of their services. This can be achieved through optimal employee performance. Good employee performance directly impacts patient satisfaction, operational efficiency, and the achievement of overall organizational goals. Royal Prima General Hospital Medan, as one of the leading private hospitals in North Sumatra, faces the challenge of retaining and improving the performance of its employees. With hundreds of employees from various professional backgrounds, the hospital needs to ensure that each employee can perform optimally in providing quality healthcare.

Based on initial observations at Royal Prima General Hospital Medan, several indications indicate variations in employee performance. Some employees demonstrate excellent performance with high levels of productivity and work quality, while others still need improvement in certain aspects. This indicates the need for a comprehensive identification of factors influencing employee performance. Employee performance is the quality and quantity of work achieved by an employee in carrying out their duties in accordance with the responsibilities assigned to them. Factors that significantly influence employee performance include work motivation, work environment, and compensation received by employees at RSU Royal Prima Medan.

Work motivation is an internal and external drive that drives a person to act and behave in order to achieve certain goals. In the hospital context, high work motivation will encourage employees to provide the best service, work with dedication, and continuously develop their competencies. Motivated employees tend to be more productive, creative, and have a high commitment to the organization. The problem at Royal Prima Hospital is the lack of training, especially regarding work motivation, provided to employees, which results in low motivation and affects employee performance.

The work environment also plays a crucial role in influencing employee performance. A conducive, safe, and comfortable work environment will create a positive work atmosphere and support employee productivity. At Royal Prima Hospital, the work environment includes adequate work facilities, harmonious interpersonal relationships, job security, and an organizational culture that supports employee development. However, misunderstandings in communication still occur, resulting in a less conducive work environment.

Compensation is a form of remuneration provided by an organization to employees for their contributions. Compensation includes more than just a base salary, but also allowances, incentives, and other benefits. A fair and competitive compensation system will increase employee job satisfaction, reduce turnover, and motivate employees to improve their performance. The problem at Royal Prima Hospital is the lack of standardized compensation from management, resulting in a high employee turnover rate.

2. Method

This study uses a quantitative approach. The instrument used in this study is a simple random questionnaire conducted by the author himself where the author will conduct that is in accordance with the topic of the problem discussed. Based on the slovin formula, there are 102 employers as sample in this study.

3. Literature Review

3.1. Theory of the Influence of Work Motivation on Employee Performance

According to Yaslina (2018), motivation can also be interpreted as a process of movement, a situation that encourages and arises within an individual and the behavior that is caused by this situation and the ultimate goal of the movement or action. Meanwhile According to Hasibuan (2016:146) Motivation is a way of directing the power and potential of subordinates, so that they are able to work together productively, successfully achieve satisfaction and realize predetermined goals. According to Hafidzi (2019: 52), motivation is the provision of driving force that creates a

person's enthusiasm for work so that they are able to cooperate, work effectively, and with integrity with all their efforts to achieve satisfaction.

3.2. Theory of the Influence of Work Environment on Employee Performance

According to Afandi (2018:65) the work environment is everything that is around employees and can influence them in carrying out the tasks assigned to them. Sedarmayanti (2016:1) defines the work environment as all the tools and materials encountered, the surrounding environment in which a person works, their work methods, and their work arrangements both as individuals and as a group. According to Mahmudah (2019:56-57), the work environment is everything that is around employees that can influence employee job satisfaction in carrying out their work so that maximum work results will be obtained, where the work environment has work facilities that support employees in completing the tasks assigned to employees in order to improve performance in a company.

3.3. Theory of the Influence of Compensation on Employee Performance

According to Enny (2019:37), "Compensation can be defined as a form of reciprocity given to employees as a form of appreciation for their work contributions to the organization. This compensation can be direct or indirect financial, and the award can also be indirect". According to Hasibuan (2019:198) "Compensation is all income in the form of money, goods, directly or indirectly, received by employees as compensation for services provided to the company". According to Sutrisno (2017:181) "Compensation is one of the important functions in Human Resource Management (HRM)".

4. Results and Discussion

4.1. Results

This analysis is used to explain the data of the 4 variables (1 dependent and 3 independents) used in the study. Descriptive statistics used include the minimum maximum value of the mean and standard deviation. The results of descriptive statistics in this study are presented in the table below.

Table 1 below shows the results of descriptive statistical data processing consisting of 102 samples and 4 variables, namely Work Motivation, Work Environment, Compensation and Employee Performance. The following is a description of the descriptive statistics of each variable:

1. The Work Motivation variable has a sample size of 102 respondents, with value of mean 32.02, a median value of 24.00, a modus value of 38 and a standard deviation value of 3.089.
2. The Work Environment variable has a sample size of 102 respondents, with value of mean 23.09, a median value of 17.00, a modus value of 28 and a standard deviation value of 2.655.
3. The Compensation variable has a sample size of 102 respondents, with value of mean 23.97, a median value of 20.00, a modus value of 28 and a standard deviation value of 1.977.
4. The Employee Performance variable has a sample size of 102 respondents, with value of mean 33.16, a median value of 28.00, a modus value of 39 and a standard deviation value of 2.408.

Table 1: Descriptive Statistical Test Results

Descriptive Statistics					
	N	Median	Modus	Mean	Std. Deviation
Work Motivation	102	24.00	38.00	32.02	3.089
Work Environment	102	17.00	28.00	23.09	2.655
Compensation	102	20.00	28.00	23.97	1.977
Employee Performance	102	28.00	39.00	33.16	2.408
Valid N (listwise)	102				

Table 2: Coefficient of Determination (R²)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,522 ^a	,272	,255	2,801

- a. Predictors: (Constant), Work Motivation (X1), Work Environment (X2), Compensation (X3)
 b. Dependent Variable: Employee Performance (Y1)

Table 3: Simultaneous Hypothesis Testing (F-Test)

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	188,867	3	62,956	15,555	,000 ^b
	Residual	396,623	98	4,047		
	Total	585,490	101			

- a. Dependent Variable: Employee Performance (Y1)
 b. Predictors: (Constant), Work Motivation (X1), Work Environment (X2), Compensation (X3)

Table 4: Partial Hypothesis Testing (t-Test)

Model		Unstandardize Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	17,242	2,985		5,776	,000
	Work Motivation	-,036	,066	-,046	-,540	,591
	Work Environment	,209	,089	,231	2,364	,020
	Compensation	,510	,120	,419	4,238	,000

- a. Dependent Variable: Employee Performance (Y1)

4.2. Discussion

The results of the determination coefficient test (Shown in Table 2), obtained an Adjusted R Square value of 0.255. This means that 25.5% of the variation in the dependent variable can be explained by the remaining variation of 74.5% (100% - 25.5%) which is the variable of work stress, education, training and others.

5. Conclusion

According to the research conducted where the result shown in Table 3 and Table 4, it can be concluded such as:

- The results of partial hypothesis testing calculations obtained a t-value of $< t\text{-table}$ or $-0.540 < 1.984$ and a significance value of $0.591 > 0.05$, meaning that H_0 is accepted and H_a is rejected, namely partially Work motivation on the performance of non-medical employees at Royal Prima Medan Hospital.
- The results of partial hypothesis testing calculations obtained a calculated t value $> t\text{ table}$ or $2.364 > 1.984$ and a significance value of $0.020 < 0.05$, meaning that H_0 is accepted and H_a is rejected, namely that the Work Environment partially influences the Performance of non-medical employees at Royal Prima Medan Hospital.
- The results of the partial hypothesis testing calculations obtained a calculated t value $> t\text{ table}$ or $4.238 > 1.984$ and a significance value of $0.000 < 0.05$, meaning that H_0 is rejected and H_a is accepted, namely partially Compensation for the Performance of Non-Medical Employees at Royal Prima Medan Hospital.
- The test results obtained a calculated F value of 15.555 $> F\text{ table}$ 1.984 and a significance probability of $0.000 <$

0.05, meaning that H_0 is rejected and H_a is accepted, namely simultaneously Work motivation, work environment, compensation on the performance of non-medical employees at RSU Royal Prima Medan.

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