



DETERMINATION OF MOTIVATION, WORK ENVIRONMENT, AND WORK COMMUNICATION ON PERFORMANCE THROUGH COMPETENCE AT PUSKESMAS SEKOTA BATAM

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ABSTRACT

The problems that occur in the puskesmas, are a lack of motivation from Puskesmas employees so that achievement and performance are not optimal, the work environment is not bright enough so that employees are not optimal at work, lack of communication between fellow employees and subordinates so that goals have not been carried out properly, and lack of competence causes non-fulfillment of employee competencies that are appropriate or not in accordance with their areas of expertise. The population is 190 respondents, with the Slovin Formula sample being 129 respondents. The model used is to combine quantitative with AMOS v.24 SEM software. Research result obtained the following results: The determination of variable motivation over variable ability is significantly positive. The variable that determines the working environment variable, "competence" is positive. Variable decisions in work communication with respect to variable abilities have significantly positive effects. Variable determination of ability for variable performance is significantly positive. Work environment variable decisions on variable performance are significantly positive. The variables this determine work communication at variable performance do not significantly positive. Variable determination of variable performance motivation is significantly positive. All variables are determined to be significant except the Communication variable. We encourage you to communicate for employees needs to be improved so that work performance can be achieved.

Keywords: *Motivation; Environmental Work; Communication Work; Competence; Performance*

RESEARCH HIGHLIGHTS

1. Self-motivation in managing human resources so that it leads to results organization or workplace when their abilities are not optimally developed (Mangkunegara, 2014), workers will be able to complete their duties properly supported by a good work area (Ferawati, 2017), The effectiveness of communication is very important in knowing whether there are successes or losses in the existing communication process (Untuk & Sebagian, 2019).
2. Qualified employees have high motivation related to supporting the achievement of Organizational Goals. Good and smooth communication will provide input as the creator of new arguments in achieving increased performance.
3. High employee competence shows the quality of an organization to support employee performance in order to achieve organizational goals. It is hoped that if the elements of competence, motivation, and work environment are well cared for in an organization, it is hoped that will result in good employee performance as well.

GRAPHICAL ABSTRACT

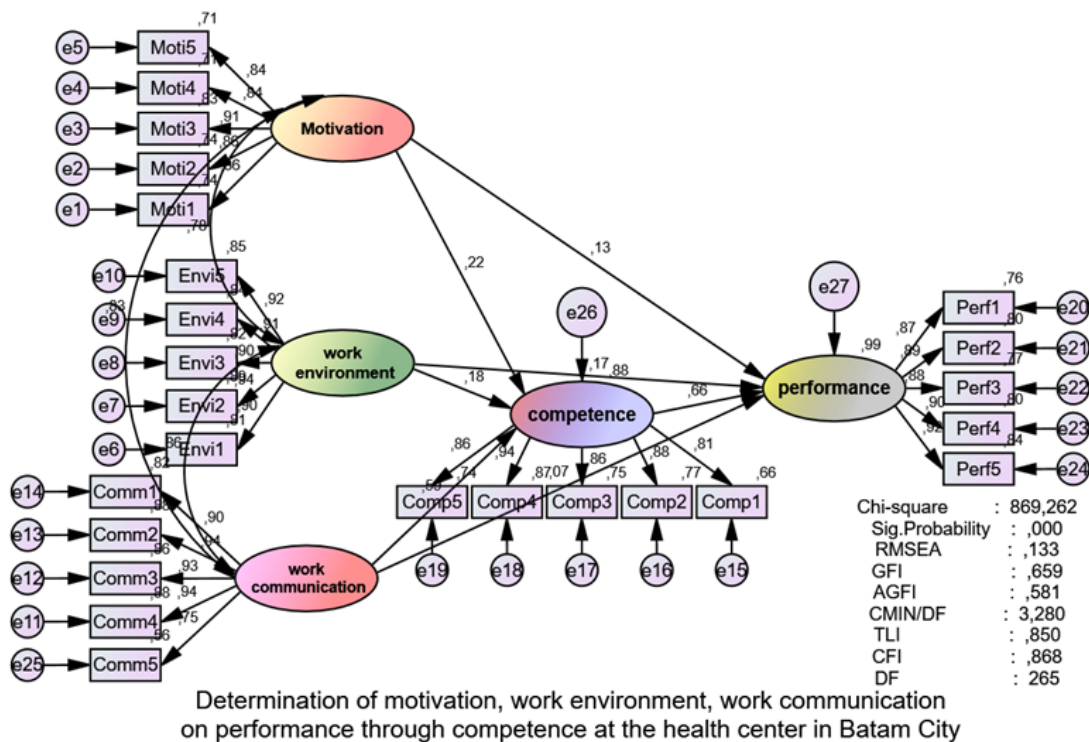


Fig. 1. Research Model

Research Objectives

Quality human resources can be seen in their work. It can be said that good performance is how an employee can show enthusiasm in providing services that influence the making of the vision and mission of an organization or place of work. The purpose of this study was to determine the effect of motivation, work environment, communication on performance through competence. where employees are the spearhead in achieving organizational goals. Uhing (2019), motivation is a will in a person that causes the person to do something. a good work environment will support the implementation of performance and is very much needed because these are facilities and infrastructure that need to be equipped such as lighting, comfort of the room and others, moreover effective communication which greatly influences the goals of delivery to employees and superiors, competence according to employees will continue to increase innovation and extraordinary achievements this is in accordance with the theory (Sedarmawanti, 2017) "Competence affects employee performance . With the influence of this variable it will support the achievement of quality organizational goals.

Methodology

Quantitative research methods are carried out after analysis, the quantitative results are gone into the framework to see the examinations acquired. "Quantitative populations and samples, Research Devices, Information Assortment Techniques and Information

Examination Strategies" (Sugiyono, 2014). In this survey, we received responses from 190 employees. Here is her Slovin formula used to get the proper nouns used as a sample of 129 respondents. Data score from respondent's answer to every further handled with measurable markers Full Primary Condition Demonstrating (SEM) involving AMOS programming. Pre-implementation The Structural Equivalence Model (SEM) approach is used for data analysis. The AMOS* version is the program used for structural analysis for 24" (Adi, 2019) it is a: Expansion from hypothetical model, Make flow chart (track diagram, Modify flowcharts into the series from structural equality, Choice from enter matrix and estimation technique model made, Evaluation that possibility from identification _ problem, evaluation of _ criteria for that good from fit.

Results

The population is 190 respondents, with the Slovin Formula sample being 129 respondents. The model used is to combine quantitative with AMOS v.24 SEM software. Research result obtained the following results: The determination of variable motivation over variable ability is significantly positive. The variable that determines the working environment variable, "competence" is positive. Variable decisions in work communication with respect to variable abilities have significantly positive effects. Variable determination of ability for variable performance is significantly positive. Work environment variable decisions on variable performance are significantly positive. The variables this determine work communication at variable performance do not significantly positive. Variable determination of variable performance motivation is significantly positive. All variables are determined to be significant except the Communication variable.

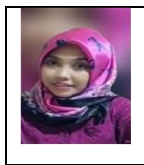
Findings

There are many factors to achieve employee performance, the human resource factor or staff at the health center is very important. Quality human resources can be seen from their work. It can be said that good performance is how an employee can show enthusiasm in providing services that influence the creation of the vision and mission of an organization or place of work. Quality employees have high motivation related to supporting the achievement of Organizational Goals. Good and smooth communication will provide input as the creator of new arguments in achieving increased performance. High employee competence shows the quality of an organization, and for this reason employee improvement, competency is needed to support employee performance in order to achieve organizational goals. A safe, comfortable and conducive work environment will have an impact on the personal life of employees. Employees or workers who feel comfortable and not stressed will have high work performance. It is hoped that if the elements of competence, motivation, and work environment are well cared for in an organization, it is hoped that this will result in highly qualified employee performance.

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