

The Relationship between Work Motivation and the Performance of Hospital Administration Officers in the Covid-19 Pandemic Era

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Abstract—Hospital Administration Officers have the task of serving patient registration and administrative needs before getting treatment. Covid-19 is a disease whose transmission is very fast due to the corona virus which has caused a pandemic in all countries, especially Indonesia. The Covid-19 Pandemic era is unsettling and raises concerns, especially for hospital administrative officers because they are officers who are at the forefront of their duties at the hospital. Preliminary preliminary surveys show that there are officers who lack motivation in the Covid-19 Pandemic Era. The purpose of this study was to determine the relationship between work motivation and the performance of Hospital Administration Officers in the Pandemic Era. This research was conducted using a quantitative descriptive survey method with a cross sectional study approach. The population and research sample were taken by total sampling, namely all Hospital Administration Officers as many as 8 respondents. The research instrument used a questionnaire and observation guidelines. Quantitative data analysis used the chi-square relationship test. The results of this study from 8 respondents based on the results of the Chi-Square test, the significance of the independent variables, namely work motivation with the dependent variable of the performance of the officers, was 0.003 ($p < 0.05$), so H_0 was rejected and it was stated that there was a relationship. The conclusion is that there is a relationship between work motivation and the performance of Hospital Administration Officers in the Pandemic Era. Suggestions should be necessary to maintain hospital policies related to job security guarantees and good working conditions in the era of the Covid-19 pandemic to motivate hospital administration officers to carry out their work.

Keyword—Hospital Administration Officer, Motivation, Performance, Covid-19 Pandemic Era

I. INTRODUCTION

Hospital administrative officers are officers in charge of serving patient registration and administrative needs before receiving treatment [1]. Hospital administrators are the first gateway for patients to start service at the hospital [2]. Hospital administrative officers serve patients at the counter and answer all questions and needs for patients related to hospital administration [3]. The officer is required to have good motivation.

Work motivation is an impetus that grows within a person, both from within and outside himself to do a job with high enthusiasm which aims to get work results so as to achieve satisfaction according to his wishes [4]. Work motivation can be divided into two forms, namely intrinsic motivation and

extrinsic motivation. Intrinsic motivation can be measured by indicators: achievement, recognition of others, responsibility, opportunities for advancement, possibility of development, and the work itself. While extrinsic motivation can be measured by indicators: salary, job security, working conditions, work procedures, quality of technical supervision, status, and interpersonal relationships [5].

Performance is the result of real work achieved by a person in carrying out the tasks assigned to him in accordance with the respective authorities and responsibilities in an effort to achieve organizational goals [6]. Officer performance is an individual officer capacity to carry out various tasks seriously in a job. The performance of a hospital administrative officer who is able or not in carrying out his performance can be seen through one's motivation, especially in the Covid-19 Pandemic Era.

The era of the Covid-19 pandemic is an era where the Covid-19 disease outbreak is very fast. Covid-19 disease is caused by the corona virus which has made a pandemic in all countries, especially Indonesia [7]. The Covid-19 Pandemic era is troubling and raises concerns, especially for hospital administrative officers because they are officers who are at the forefront of their duties at the hospital [8].

Based on the results of the preliminary preliminary survey, it is known that one hospital administration officer was exposed to Covid-19 and there was an officer who was less motivated in the Covid-19 Pandemic Era. Therefore the authors are interested in conducting research "The Relationship between Work Motivation and Performance of Hospital Administration Officers in the Covid-19 Pandemic Era".

II. METHOD

This research was conducted using a quantitative descriptive survey method with a cross sectional study approach [9]. The independent variable is work motivation and the dependent variable is the performance of hospital administrators [10]. The research sample was taken as a total sample with a sample of 8 hospital administration respondents. The research instruments used were questionnaires and observation guidelines [11]. Quantitative data analysis using the Chi-square relationship test [12].

III. RESULT

A. Univariate Analysis

Table 1. Motivation of Hospital Administration Officers in the Covid-19 Pandemic Era

No	Officer Motivation	Frequency	Percentage (%)
1.	Good	5	62,5
2.	Not Good	3	37,5
Total		8	100

In table 1 above, it is known that 5 people (62.5%) of hospital administrators were found in the Covid-19 Pandemic Era who had good motivation. There are 3 hospital administrative officers who have poor motivation (37.5%).

Table 2. The Performance of Hospital Administration Officers in the Covid-19 Pandemic Era

No	Officer Performance	Frequency	Percentage (%)
1.	Good	6	75
2.	Not Good	2	25
Total		8	100

In table 2 above, it is known that 6 people (75%) of hospital administrators were found in the Covid-19 Pandemic Era who had good performance. There are 2 hospital administrators who have poor motivation (25%).

B. Bivariate Analysis

The relationship between work motivation and the performance of Hospital Administration Officers in the Covid-19 Pandemic Era

Table 3. The relationship between work motivation and the performance of hospital administrative officers in the Covid-19 Pandemic Era

Variable	Performance		Total	P Value
	Good	Not Good		
Motivation				
Good	4	2	6	0,003
Not Good	1	1	2	
Total	5	3	8	

In table 3 above, it can be seen that most of the hospital administration officers have good motivation, as many as 6 people, with 3 officers having poor performance. The results of this study of 8 hospital administrative officers based on the results of the Chi-Square test, the significance of p between work motivation variables and the performance of hospital administrators is $0.003 < \alpha (0.05)$, so H_0 is rejected and it is stated that there is a relationship between work motivation and staff performance. Hospital Administration in the Covid-19 Pandemic Era.

C. Discussion

The results of the study are in line with Musta'an [9] which states that one of the factors associated with high and low performance is the motivation factor [1]. Motivation has a positive influence on employee performance [2]. The higher the motivation, the higher one's performance [3]. The dimensions of motivation in this study are company policy, relationships with colleagues, job security, relationships with superiors, and salaries [4].

Performance is the result of real work achieved by a person in carrying out the tasks assigned to him in accordance with the respective authorities and responsibilities in an effort

to achieve organizational goals [5]. The most important factors associated with high and low performance are motivational factors [6].

IV. CONCLUSION

The conclusion in this study is that there is a relationship between work motivation and the performance of Hospital Administration Officers in the Covid-19 Pandemic Era. Suggestions should be to maintain hospital policies related to job security guarantees and good working conditions in the era of the Covid-19 pandemic to motivate hospital administrative officers to carry out their work.

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