



FACTORS AFFECTING EMPLOYEE PERFORMANCE IN THE GORONTALO CITY HEALTH OFFICE

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Article history:	Abstract:
Received: 20 th July 2023 Accepted: 20 th August 2023 Published: 24 th September 2023	The most important asset in an organization is employee performance. Employee work results play an important role in supporting the success of all organizational goals. Employee performance has a major contribution to achieving goals. The research used a sample of 40 people with primary and secondary data sources and regression equation data analysis techniques. The results of this research prove that the resulting regression equation shows that work climate, work motivation and work discipline have a positive and significant effect on employee performance. Other factors are believed to have a big influence on employee performance and need to be reviewed

Keywords: Climate, motivation, discipline, performance

INTRODUCTION

An organization that is founded is a place to achieve goals. This organization is obliged to manage various series of activities directed at achieving organizational goals. The implementation of an activity in an organization carried out by humans as the main actors or participants in the organization.

We know that 2020 is a year that has a new habit, namely working from home, which is done to minimize the spread of the virus. However, the government is trying to provide services to the community by strictly implementing health protocols. The government makes various efforts to improve employee performance even though there are obstacles that often occur in the field. Being an employee requires you to carry out your duties as a community servant.

Performance is very important for an organization because it will determine the effectiveness of the organization. Performance is also important because it reflects the measure of success of managers in managing the organization and its human resources. Employee performance is very important because it is the final result of employee service delivery activities. The success of employees in providing services is the success of the organization or company. Performance is work performance or work results (output) in the form of products or services achieved by a person in carrying out their duties, both quality and quantity, through human resources in carrying out their duties in accordance with the responsibilities given to them. (Ratnasari 2013) .

Employee performance is an evaluation or measurement of the extent to which an individual meets or exceeds the expectations and tasks that have been set in the context of his work. Employee performance evaluations are usually carried out by their superiors or managers to understand how they perform in their jobs (Budiani et al. 2018) . Good employee performance is very important for the success of an organization, because high performance can help achieve organizational goals more effectively. Changes in work habits in every organization are required to be more innovative and creative in providing services. Innovation is something that is really needed in all existing aspects, both government and private (Putra 2018) . Organizational goals can be achieved through the good performance of its employees. On the other hand, an organization will face obstacles in achieving its goals when the performance of employees is ineffective, meaning they cannot meet the job demands desired by the organization.

Considering the importance of employee performance in public service, it is not uncommon for every process to have obstacles and obstacles. Because in an organization an employee must have high innovation and good performance. The phenomenon that occurs in the field is that the Gorontalo Health Service often finds that there are still many stalling cases in Gorontalo. The health service also needs to reorganize services for JKN participants who are less fortunate and there is still minimal utilization of human resources. To know employee performance, it is necessary to measure performance for each employee activity. Apart from that, work climate and motivation are factors that can influence employee performance.

From the problems above, this article focuses more on 1. Does work climate influence employee performance, 2. Does work motivation influence employee performance? Does work discipline affect employee performance? Employee or employee performance is the result or performance of an employee's work which is assessed in terms of quality and quantity based on standards determined by the organization (Istiantara 2019) . Employee performance is the result of performance that can be achieved by a person or group of people in an organization qualitatively and quantitatively, in accordance with their respective authority, duties and responsibilities in a business. To achieve the

overall goals of the organization concerned. legal, does not violate the law (Setiawan 2018) . Performance is an individual's ability to do something with certain skills. Performance is achieved by a person or group of people in an organization, in accordance with their respective authority and responsibilities, in order to achieve the goals of the organization in question legally, without breaking the law and in accordance with morals and ethics (Rahmat and Kadir 2016) .

In theory, there are many factors that influence a person's performance. Factor affecting. According to (Sedarmayanti, 2017), factors that influence performance include: 1) Attitude and mentality (work motivation, work discipline, and work ethics), 2) Education, 3) Skills, 4) Leadership management, 5) Income level , 6) Salary and health, 7) Social security, 8) Work climate, 9) Facilities and infrastructure, 10) Technology, and 11) Opportunities for achievement

Work climate is one of the factors that influences employee performance. Organizational climate is a configuration of attitudes and perceptions, emotions and behavior of organizational members that express important norms, values and attitudes held. This organization is expected to help someone at least a little in solving their problems, because the organization is expected to be able to unite them economically, socially, intellectually, spiritually and emotionally (Shafarila and Supardi 2016) .

That the work climate in the company will have a direct influence on the employees who work in the company (Sari 2014) . This aspect may also apply in an organizational environment. Western experts define climate as a physical element, where climate is an attribution from the organization or as an attribution rather than an individual's own perception. (Hermawan 2016) Western experts define climate as a physical element, where climate is an attribution from the organization or as an attribution rather than an individual's own perception. Work climate refers to the atmosphere, culture, and psychological conditions in the workplace that influence employee behavior, productivity, and satisfaction. It reflects how employees feel working in a particular organization or company. A positive work climate can increase employee motivation and performance, while a negative work climate can reduce productivity and cause problems such as high employee turnover. Here are some factors that contribute to the work climate.

Motivation is formed from an employee's attitude in facing work situations. Motivation is a condition that moves employees to achieve organizational goals (work goals) (Sugiono, Efendi, and Al-Afgani 2021) . Mental attitude is a mental condition that encourages employees to strive to achieve maximum work performance. Lack of employee work motivation will have a negative impact on the quality of services provided.

Work discipline is very important in an organization, because it is with employee work discipline that an organization can achieve the goals of the work program it carries out (Militri 2021) . Discipline is a person's awareness and willingness to obey all company regulations and applicable social norms. Work discipline can influence employee performance. In this case, work discipline is an important thing to examine. because employees who have high discipline will have an impact on the employee's performance. Because by enforcing discipline, especially among employees, it will be easier to achieve the organizational goals that have been set.

RESEARCH METHODS

This type of research is explanatory research. According to Faisal (2014:79). The main approach to this research uses a quantitative approach and is complemented by interpretative research, namely using survey and interview methods. The population in this study were all employees at the Gorontalo City Health Service, totaling 40 people. The research sample is part/representative of the population studied. Judging from the limited population (total sampling), the sample for this study was all employees of the Gorontalo City Health Service, totaling 40 people.

RESEARCH RESULTS AND DISCUSSION

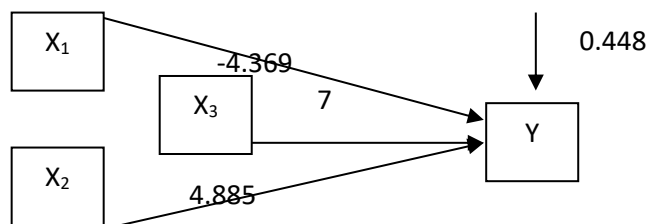
Results of data analysis using the F test

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	,078	3	.026	4,439	,000 ^b
	Residual	1,711	30	,059		
	Total	1,789	33			

Based on the table, it is explained that the results of data analysis using the F test (anova), it is known that the calculated F value is 4,439 with the significance level known from the F value, namely 0.00 (smaller than 0.05). This means that together the work climate, work motivation and work discipline have a significant influence on employee performance at the Gorontalo Health Service (Y).

Influence between variables	Path coefficient (Beta)	Sig value	Test result	Coefficient of Determination	Coefficients of Other Variables
X ₁ against Y	-4,639	.00 1	Significant	0.552 or 55.2%	0.448
X ₂ against Y	4,885	,000	Significant		
X ₃ towards Y	,587	. 000	Significant		

Based on the results of these values, a diagram is obtained which can be described as follows:



Based on this table, it is explained that work climate (X1), work motivation (X2) and discipline (X3) partially have a significant influence on employee performance in the Health Service (Y) so that the second hypothesis states that "work climate, work motivation, and Work discipline is significant on employee performance, proven to be true and the hypothesis is accepted. The next step will be to discuss the relationship between research variables in stages according to the description of the research hypothesis as follows:

1. The influence of work climate on employee performance at the Gorontalo City Health Service
 The research results show that from the regression equation obtained it appears that every increase in work climate score is followed by an increase in work motivation score or the higher the work climate , the higher the employee's performance. Judging from the coefficient of determination value, it can be understood that 24.2 % of the variation in employee performance can be explained by the work climate , while 75.811 % is explained by other factors. This means that the work climate is able to make changes to employee performance. The results of this research are in line with the results of previous research and expand the results of research conducted by Heri Triswanto and Triyanto (2016), which explains that there is a direct and significant relationship from work climate to employee performance. The older an organization is, the stronger the influence of its historical forces. This influence is in the form of traditions and memories that shape the expectations of organizational members and have an influence on the organizational climate.
2. The influence of work motivation on employee performance
 The research results show that from the regression equation obtained It appears that every increase in teaching motivation score is followed by an increase in employee performance scores or the higher the work teaching motivation , the higher the employee performance. Judging from the coefficient of determination value, it can be understood that 45.2 % of the variation in employee performance can be explained by work motivation , while 54.8 % is explained by other factors. This can be the basis for the argument that employee performance is determined by many factors, one of which is work motivation . Real work motivation or 45.2 % can improve employee performance . the results of research conducted by Taufiq Ismanto, (2014), which explains that there is a direct and significant relationship between work motivation and employee performance. Motivation contains the provision of motivation directly related to efforts to achieve goals and various organizational targets. This view implies that the goals and objectives of the organization include the personal goals and targets of the members of the organization who are given this motivation and motivation is a process of linking efforts with the formulation of certain needs.
3. The influence of work discipline on employee performance
 Ahmad Supriyadi, (2014), in his research on the influence of work discipline, knowledge and employee performance; The results of the research explain that there is a direct and significant influence of work discipline on employee performance. Based on the results of hypothesis testing, it is explained that work discipline has a positive and significant effect on employee performance. This means that discipline is able to make changes to employee performance. The higher the employee's work discipline, which includes employee attendance on time, working at the time specified according to the work schedule, notification if they are absent from work, neat appearance to show a professional work attitude, not using inventory outside the company's interests, carrying out tasks fully. being responsible, not procrastinating in completing additional tasks given, cleanliness and tidiness of the work that has been done, will be able to improve employee performance.

CONCLUSION

Based on the results of data analysis and discussion, the conclusions of this research are:

1. The work climate is responded to positively and very well by employees so that it has a positive and significant influence on employee performance at the Gorontalo City Health Service.
2. Work motivation was responded to and received very well by the performance of employees at the Gorontalo City Health Service
3. Work discipline has an influence on employee performance at the Gorontalo city health service
4. Simultaneously, respondents responded very well to the work climate, work motivation and work discipline so that they had a significant and positive influence on employee performance at the Gorontalo City Education Office, this was proven to be true and the hypothesis was accepted.

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