The Impact of Job Motivation and Compensation Benefit to Work Productivity of Cleaning Services Staff at RSUD Kabupaten Bekasi

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ABSTRACT

The current challenges of globalization are certainly the demands of every country to be more competitive. Human resources in a country will affect the progress of the country, one of which is the success of the company. The success of a company depends on the level of individual work productivity contained in it. Employee productivity levels are influenced by motivation and compensation. The purpose of this study is to determine the effect of motivation and compensation on the work productivity of cleaning service employees at the Bekasi District Hospital. This research method uses a quantitative approach with data collection in the form of a questionnaire. The total population in this study is 129 employees and a sample of 98 employees. As for the data analysis by instrument test, analysis prerequisite test and hypothesis testing. Based on the results of this study, it shows that motivation and compensation affect the work productivity of cleaning service employees at the Bekasi District Hospital. Motivation and compensation have an effect of 42.4% on employee work productivity. While the remaining 57.6% is influenced by other variables outside of this study. The conclusion of this study is that motivation influences the work productivity of cleaning service employees at Bekasi Regency Hospital, compensation affects the work productivity of cleaning service employees at Bekasi Regency Hospital, motivation and compensation affects the work productivity of cleaning service employees at Bekasi Regency Hospital.

Keywords: Motivation, Compensation, Work Productivity

RESEARCH BACKGROUND

The challenges of globalization today are certainly the demands of every country to be more competitive. With these demands, it is expected that every country has quality human resources. Human resources or so-called HR is an effort to efficiently and effectively manage the roles and also human resources that individuals have in order to be utilized as well as possible to achieve common goals. The condition of human resources in a country will affect the progress of the country. Every country, one of which is Indonesia, of course, the desire to have superior human resources, namely human resources that have high quality, arises because human resources are considered a valuable investment for a country. This means that if Indonesia's state resources are good, the level of productivity will be good. This statement is supported by (Huliselan, Meilani, and Barry 2021) which states that human resources, also referred to as intellectual capital, are important resources for producing productivity and innovation.

Employees will work productively if the compensation given is high. That is, with this compensation, employees will feel valued for the contributions made to the company. In line with this opinion (Agustini and Dewi 2019) also said The fact that low compensation can reduce employee

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productivity, while high compensation can increase it, can be explained by the importance of compensation as a major factor in enabling employees to work productively.

If compensation is low, it will have an impact on decreasing employee productivity and also have an impact on the quality of employee behavior. The compensation given by the company to its employees aims to give positive attention to human resources in the company as an encouragement to be able to motivate or encourage employees to give the best results for the company (Shandra and Sitorus 2022). That is, compensation must be managed properly so that the intended things from the company can be achieved.

Bekasi Regency Hospital is a public hospital under the auspices of the Bekasi Regency Government. Hospitals as a means of health services must certainly prioritize cleanliness. Therefore, Bekasi Hospital needs cleaning services to clean the environment around the hospital. That is, cleaning service has an important role in maintaining the quality of cleanliness of the hospital. According to (Hendri 2023), the recapitulation of the value of the District Minimum Wage (UMK) in Bekasi Regency for 2019-2023 based on BPS data is as follows:

Table 1 Minimum Wage Kabupaten Bekasi

Year	Amount in IDR
2019	Rp. 4 146 126, 18
2020	Rp. 4 498 961, 51
2021	Rp. 4 791 843, 90
2022	Rp. 4 791 843, 90
2023	Rp. 5 137 575, 44

Sources: Data from many resources (2023)

Table 1 shows that the value of MSEs in Bekasi Regency since 2019-2023 has always increased the value of MSEs. This means that 2023 certainly has a greater MSE value than other years. The level of respondents' satisfaction with the services provided by Bekasi Regency Hospital based on data findings (Rudiato 2016) is as follows:

Table 2. Patients Expectation to RSUD Kabupaten Bekasi

Item Questionnaire	Responds				
	Very Important	Important	Quite Important	Not Important	Very Not Important
Hospital Building is neat and clean	44	8	2	1	0
Hospital building has comfortable waiting room	46	5	3	1	0
Hospital has guess toilet which clean and descent	35	14	4	1	1
Hospital has modern treatment room	43	7	3	1	1
Nurses and staff are physically grooming and neat	43	9	3	0	0
Hospital has clear sign board	41	8	4	1	1
AVE	42	8,5	3,2	0,8	0,5

Sources: data of SPSS 25 (2023)

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From the value of the data above, it shows that patient expectations of hospital building indicators can be seen more beautiful and clean with such an important value. This can be proven by the response from patients, namely 44 respondents out of 55 patient responses stated The beauty and cleanliness of hospital buildings have a very significant value in creating comfort for patients, with only one in 55 people considering that this aspect has no important value.

Table 2 Services Accepted by the Patients

Item Questionnaire	Responds				
	Very Satisfied	**Satisfies**	**Quite Satisfied**	**Not Satisfied**	**Very Not Satisfied**
Hospital Building clean and neat	1	5	20	28	1
Hospital building has comfortable waiting room	0	6	40	8	1
Hospital has guess toilet which clean and descent	0	6	16	26	7
Hospital has modern treatment room	2	2	28	21	2
Nurses and staff are physically grooming and neat	8	14	29	4	0
Hospital has clear sign board	5	7	33	9	1
AVE	3	7	27	16	2

Sources: data of SPSS 25 (2023)

Table 2 shows that the aesthetic and hygiene aspects of hospital buildings did not receive a high level of satisfaction, as 28 out of 55 respondents expressed dissatisfaction. Only one in 55 respondents expressed a very high level of satisfaction with the beauty and cleanliness of hospital buildings. The results of the data above show that although the level of respondents' importance in the services provided by Bekasi Regency Hospital, especially in terms of beauty and cleanliness of hospital buildings, is considered very high, in fact, the level of respondents' satisfaction with overall services only reaches a fairly satisfied level.

However, respondents expressed their dissatisfaction with the beauty and cleanliness of the hospital building. This shows that the expectations of respondents or patients are not in line with the reality they experience, especially related to the condition of hospital buildings that are considered less beautiful and clean that gives a sense of dissatisfaction. Based on the results of pre-research, it was found that cleaning service employees at Bekasi Regency Hospital had experienced holidays outside the work schedule. This shows that the absenteeism rate is low.

The attendance rate is one indicator of work productivity, if the attendance rate is low, the level of work productivity is low. His motivation in working is to meet the needs of his family which in this case requires money. That is, work motivation is only limited to economic needs, but not motivated to be better at doing work.   However, the salary or wages received are not in accordance with the work carried out by the cleaning service. This is because the salary or wages received have not been the same as the UMR salary. As for the level of patient satisfaction in the cleanliness of the Bekasi Regency Hospital, it is good but it is recommended that it be even better. These results show that motivation and compensation affect employee work productivity.

Based on the explanation presented above, researchers felt interested in running a study entitled "The Effect of Motivation and Compensation on the Work Productivity of Cleaning Service Employees of Bekasi Regency Hospital".

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LITERATURE REVIEW

Productivity is the origin of the English word, "product, result, outcome," then developed into the word "productive" which means "produce and productivity having the ability or creative." Overall, it can be explained as the power or capacity to create or produce something. (Hidayati 2022). The factors that affect productivity, as mentioned by Rommy and colleagues in 2022, are, among others:1) Education: A high level of education can increase one's work productivity, as education allows one to more easily learn new things. 2) Motivation: The leader's knowledge of how to motivate employees can guide and encourage them to work better. 3) Work discipline: Work discipline, including respecting time and cost, can positively affect employee productivity. 4) Skills: Employees' job skills can be improved through courses or job training. 5) Work attitudes and ethics: Attitudes and ethics in interacting within work groups and with other groups are very important to increase productivity through harmonious relationships in the production process. 6) Nutrition and Health: Good nutrition impacts the health of employees, which in turn affects their productivity. 7) Income Level: An employee's income level may increase along with higher job performance. Adequate income can provide satisfaction to employees and increase their morale. The indicators are (Silalahi 2021): High absenteeism rates have a direct impact on productivity because employees who are absent from work cannot make a productive contribution. This resulted in low production yields and did not reach the targets that had been set. 2) The rate of yield is also very important.

As explained earlier, productivity is a person's ability to produce goods or services. If employee productivity is low, the production of goods or services will decrease, and finally, production targets are not achieved. 3) The quality of the products produced has a big impact. In an effort to produce products, the company strives to achieve good quality. Low quality in products can result in decreased employee productivity. 4) Error rate is also one of the factors that can reduce employee productivity in producing products. High error rates can result in low productivity. 5) The time required in the production process is another important aspect.

Production activities require adequate time, because if the time given to produce products is too short, then production results will be limited, and production targets cannot be achieved. 1) The term "motivation" comes from the Latin word movore meaning to move. Then it was adopted into English to move then became motivation and adopted by Indonesian became motivation" (Asidah 2022). There are five indicators of work motivation based on its dimensions, namely as follows (Silitonga 2020): "Physiological needs are basic needs such as food, drink, shelter, clothing, and other basic needs needed by a person. 2) Safety needs include the need for security and protection from physical and emotional threats, as well as assurance that physiological needs will continue to be met. 3) Social needs are individual needs to feel accepted in groups, have social relationships, and establish friendships. 4) Esteem needs consist of an individual's need for internal rewards such as self-esteem, autonomy, and personal achievement, as well as external rewards such as status, recognition, and attention from others. 5) Self-actualization needs are the needs of individuals to grow, develop their potential, and achieve their true selves, as well as the drive to achieve what is desired".

Compensation is "all forms of reimbursement given to employees in exchange for their services or work to an organization or company. This reimbursement can be in the form of money or goods received by employees, either directly or indirectly from the company." (Hatuwe 2022). There are also five compensation indicators, namely (Wardhana et al. 2022): 1) Salary or wages are rewards that must be received by employees when they work in an organization, be it permanent employees,

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contract employees, or laborers / daily workers; 2) Benefits are a form of reimbursement given directly to employees in the form of money, which relates to their role and position in an organization.

This allowance is based on the function, duties, and position held by the employee; 3) Reward incentive is an award given for work achievements achieved by employees in the organization. Rewards can be financial such as salary increases, or non-financial such as award certificates, travel bonuses, educational scholarships and others; 4) Facilities are additional provided by the organization or company because the employee is professional working, has good work quality and holds certain positions / positions that can be enjoyed by employees.

The provision of facilities such as houses, cars / vehicles is expected to support and improve employee performance; 5) Pension is the allocation of funds that the company takes from the employee's income as compensation that will be given when the employee ends his employment. So that when employees retire or no longer work in the company, these employees still get income from the company. This pension is given as a form of old age security for employees who have long devoted themselves to the organization.

RESEARCH METHODOLOGY

In this study, the method used was quantitative method. Quantitative research is a type of research that relies on numerical data and is quantitative to anticipate situations in the population. This method makes it possible to generalize the results of research using statistical analysis. (Mukhid 2019). The target of this study is the cleaning service of Bekasi Regency Hospital with a population of 129 employees and a sample of 98 employees. The number of samples in this study was determined using the Slovin formula. The use of the slovin formula has special conditions related to population members who must be known in number or can be called the term finite population, meaning that if the population is unknown then the slovin formula cannot be used (Ramadhani and Bina, 2021). The slovin formula used is (Sari, Marnisah, and Wijaya 2022):

$$n = \frac{N}{1 + N.e^2}$$

n = number of samples
N = total population
e = significant

So the sample in this research will be:

$$n = \frac{129}{1 + 129.0,05^2}$$
$$n = \frac{129}{1 + 0,3225}$$
$$n = \frac{129}{1,3225}$$

$n = 97,54$ rounded to 98. It means the samples in this research consist of 98 cleaning service staff

Data collection in this study used questionnaires or questionnaires. This questionnaire contains questions or statements in which it contains research variables, namely in this case variations in

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motivation, compensation and work productivity. The purpose of collecting data in the form of this questionnaire is to determine the quantity of the effect of motivation and compensation on the work productivity of cleaning service employees at Bekasi Regency Hospital. The analysis method is to conduct three tests including "instrument test (validity and reliability test), analysis prerequisite test (normality test, multicollinearity test, and heteroscedasticity test), and hypothesis test (T test, F test and determination coefficient test)."

RESULTS AND DISCUSSIONS
Instrument Test

Table 4 Instrument Test Validity variabel Motivation Variables (X1)

Indicator	R_{Count}	R_{Table}	Remarks
Motivation 01	0,587	0,1968	Valid
Motivation 02	0,620	0,1968	Valid
Motivation 03	0,781	0,1968	Valid
Motivation 04	0,608	0,1968	Valid
Motivation 05	0,422	0,1968	Valid
Motivation 06	0,395	0,1968	Valid
Motivation 07	0,459	0,1968	Valid
Motivation 08	0,538	0,1968	Valid
Motivation 09	0,534	0,1968	Valid
Motivation 10	0,709	0,1968	Valid

Sources: data of SPSS 25 (2023)

Tabel 5. Validitas uji instrumen variabel kompensasi (X2)

Indikator	Rhitung	Rtabel	Keterangan
Kompensasi 01	0,494	0,1968	Valid
Kompensasi 02	0,552	0,1968	Valid
Kompensasi 03	0,589	0,1968	Valid
Kompensasi 04	0,519	0,1968	Valid
Kompensasi 05	0,641	0,1968	Valid
Kompensasi 06	0,684	0,1968	Valid
Kompensasi 07	0,464	0,1968	Valid
Kompensasi 08	0,622	0,1968	Valid
Kompensasi 09	0,680	0,1968	Valid
Kompensasi 10	0,636	0,1968	Valid

Sources: data of SPSS 25 (2023)

Tabel 6. Validitas uji instrumen variabel produktivitas (Y)

Indikator	Rhitung	Rtabel	Keterangan
Produktivitas01	0,582	0,1968	Valid
Produktivitas02	0,615	0,1968	Valid
Produktivitas03	0,390	0,1968	Valid
Produktivitas04	0,349	0,1968	Valid
Produktivitas05	0,618	0,1968	Valid
Produktivitas06	0,670	0,1968	Valid
Produktivitas07	0,630	0,1968	Valid

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Produktivitas08	0,604	0,1968	Valid
Produktivitas09	0,621	0,1968	Valid
Produktivitas10	0,571	0,1968	Valid

Tabel 7. Reliabilitas uji instrumen variabel motivasi (X1)

Reliability Statistics	
Cronbach's Alpha	N of Items
.738	11

Tabel 8. Reliabilitas uji instrumen variabel kompensasi (X2)

Reliability Statistics	
Cronbach's Alpha	N of Items
.745	11

Tabel 9. Reliabilitas uji instrumen variabel produktivitas (Y)

Reliability Statistics	
Cronbach's Alpha	N of Items
.738	11

Uji Prasyarat Analisis
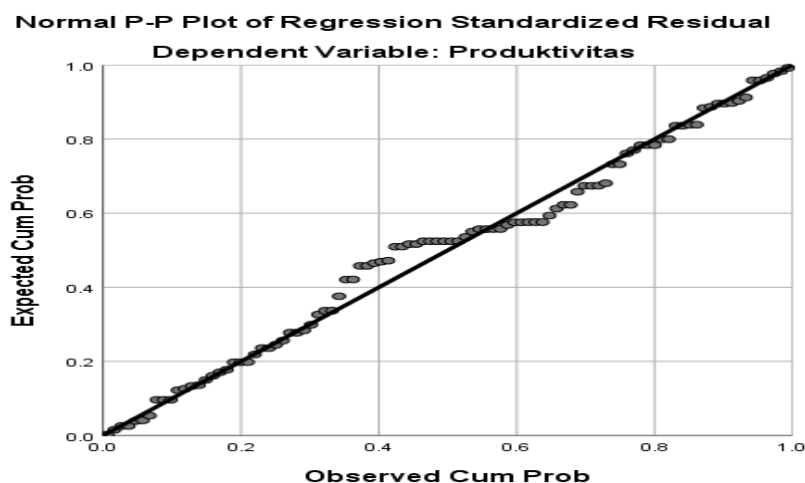
Gambar 1. Uji Normalitas

Tabel 10. Uji Multikolinearitas

Coefficients[a]			
Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Kompensasi	.415	2.411
	Motivasi	.415	2.411

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a. Dependent Variable: Produktivitas
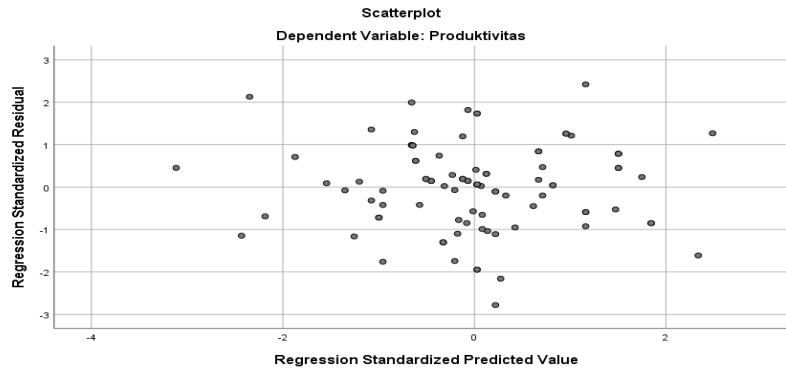
Gambar 2. Uji Heteroskedastisitas

Uji Hipotesis

Tabel 11. Uji T

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	14.247	2.995		4.758	.000
	Kompensasi	.249	.107	.278	2.326	.022
	Motivasi	.390	.111	.422	3.527	.001

a. Dependent Variable: Produktivitas

Tabel 12. Uji F

ANOVA[a]

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	655.358	2	327.679	36.655	.000[b]
	Residual	849.265	95	8.940		
	Total	1504.622	97			

a. Dependent Variable: Produktivitas

b. Predictors: (Constant), Motivasi , Kompensasi

Tabel 13. Uji Koefisien Determinasi

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.660[a]	.436	.424	2.990	1.972

a. Predictors: (Constant), Motivasi, Kompensasi

b. Dependent Variable: Produktivitas

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Labor productivity is "the comparison between the results of work achieved (output) with the overall resources used (inputs) of labor. In theory, work productivity can be influenced by motivation and compensation. Therefore, this study is expected to prove the presence or absence of influence of these variables."

This study uses three test processes to reach a final conclusion regarding the influence between motivational variables, Compensation on employee work productivity is the subject of research. There are three types of tests carried out in this study, namely instrument tests, analysis prerequisite tests, and hypothesis tests. Test instruments are used to ensure the validity and reliability of the measuring instruments used. The prerequisite test is an evaluation stage carried out before conducting a hypothesis test. Meanwhile, hypothesis testing is the final step of this study, which focuses on drawing conclusions about the relationship between motivation, compensation, and work productivity.

The results of instrument tests conducted on variables X1 (motivation) and X2 (compensation) and Y (productivity) stated that the instrument was valid and reliable. It can be illustrated from the table above that the value of Rcalculate is greater than the value of Rtabel. Rtabel is calculated using the formula df = n - 2, where n represents the number of respondents, which in this case is 98 respondents. Thus, df = 98 - 2 = 96. The corresponding Rtable value for df 96 is 0.1968. This result is consistent with the theory that if Rcalculate exceeds the value of Rtabel, then the instrument can be considered valid. This means that the instrument used has sufficient validity to measure the construct in question (Sudaryana and Agusiady, 2022).

In addition to validity, instruments must also be reliable to be considered effective. The results of the instrument test showed that Cronbach's alpha value was 0.738 for the motivation and productivity variables, and 0.745 for the compensation variable. These values indicate that the instrument can be considered reliable because the Cronbach alpha value exceeds the threshold of 0.7. This concept is in accordance with the views of Sudaryana and Agusiady, who state that an instrument is considered reliable if the alpha value exceeds 0.7.

In this study, several prerequisite tests of analysis have been carried out, including normality tests, multicollinearity tests, and heteroscedasticity tests. The normality test results show that the data is distributed close to the diagonal line, which indicates that the data follows the normal distribution. This is consistent with the theory that states that data is considered normal if the data points are scattered around normal lines (Iskandar et al, 2022). Furthermore, the multicollinearity test showed a tolerance value of compensation and motivation variables of 0.415, and a VIF value of 2.411. This shows that all variables used have a tolerance value of more than 0.10 and a VIF value of less than 10.

Thus, it can be concluded that there is no problem of multicollinearity between the independent variables used in the regression model. This conclusion is also in accordance with Nugraha's (2022) view, which states that if the VIF value is less than 10, there is no indication of multicollinearity. Finally, in the heteroscedasticity test, the data points are scattered without a clear pattern along the Y-axis. This finding is consistent with the theory that when data points are randomly scattered above and below zero values on the Y-axis, then there is no indication of heteroscedasticity. (Riyanto and Putera, 2022).

The results of hypothesis testing in this study involve T test, F test, and determination test. Based on the results of the T test, it was found that the significance value of the motivational variable was 0.001, while the compensation variable had a significance value of 0.022. That is, there is a significant influence of motivation and compensation on work productivity. This finding confirms the importance of leaders in understanding the needs of their subordinates, including compensation aspects that

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include adequate wages, benefits, and rewards according to their contribution to the organization (Mulyadi et al, 2020). This concept is also in line with the view that effective leadership can motivate employees to work well to achieve certain goals (Muhammad, 2022). The results of the T test support the theory that says that if the probability value of significance is less than 0.05, then the alternative hypothesis (Ha) can be accepted (Lestari et al, 2019) Furthermore, in test F,

A significance value of 0.000 was found. According to Lestari, when the probability of significance is less than 0.05, then the alternative hypothesis (Ha) is acceptable. This indicates that motivation and compensation have a significant influence on work productivity. Then, in the coefficient of determination test, an adjusted R square value of 0.424 was obtained. This means that the variables motivation and compensation were able to explain about 42.4% of the variation in work productivity. The rest, about 57.6%, were influenced by other factors not included in the study.

CONCLUSIONS AND SUGGESTIONS
Conclusion
From the results of the research carried out, the conclusions are, including:
1. Motivation affects the work productivity of cleaning service employees at Bekasi Regency Hospital
2. Compensation affects the work productivity of cleaning service employees of Bekasi Regency Hospital
3. Motivation and compensation affect the work productivity of cleaning service employees at Bekasi Regency Hospital

Suggestion
From the research carried out, several suggestions were obtained, including:
1. The motivation aspect in this study is still low when compared to the compensation factor. That is, no matter how high the compensation is, if there is no motivation in employees, the level of productivity will be low. Therefore, employee motivation should be increased both from themselves and related parties, because with high motivation, the level of productivity will also be high.
2. The compensation aspect as an effort to increase work productivity must be even better compensation because if the compensation is high, employee motivation will also be high.
3. Productivity aspects should be improved by taking into account both factors, namely motivation and compensation so that they can be considered in determining policies related to this. So that if the work productivity is good, the image of Bekasi Regency Hospital will also be good in the community.

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