

Individual Characteristics, Work Motivation, And Employee Performance: A Mediation Study In An Organizational Context

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Abstract

The purpose of this study is to analyze the influence of individual employee characteristics on employee performance both directly and indirectly through employee work motivation. The target population in this study were non-medical employees at the Regional General Hospital (RSUD) KH. Arif Daud Kuala Tungkal, West Tanjung Jabung Regency, totaling 54 employees. Because the population in this study was less than 100, the sampling technique in this study used saturated sampling, where the entire population in this study was used as a research sample. The approach in this study used a quantitative approach with a survey method and was analyzed using Path Analysis. The results of this study concluded several things, namely: 1) individual characteristics have a significant effect on employee work motivation; 2) individual characteristics have a significant effect on employee performance; 3) work motivation has a significant effect on employee performance; and 4) motivation is not able to mediate individual characteristics on employee performance.

Keywords: Individual Characteristics, Work Motivation, and Performance

INTRODUCTION

Hospitals are organizations that provide health services to the community. and influenced by developments in health science, technological progress, and the socio-economic life of the community, which must continue to be able to improve services that are of higher quality and affordable to the community in order to achieve a good level of health (Ministry of Health of the Republic of Indonesia, 2009).

Based on Law of the Republic of Indonesia No. 44 of 2009, the main task of hospitals is to provide individual health services. in a way plenary with function between other (1) provision of medical and health recovery services, (2) maintenance and improvement of individual health, (3) provision of education and training of human resources, (4) implementation of research and development and screening of health technology (Saputra, Umi, & Widjaja, 2021).

Medical, paramedical and administrative staff are human resources who act as professional staff who play a role in providing services to patients, and must have the ability to follow current developments in science and technology. on system service health. The services provided have continuous, coordinated and educational characteristics so that the quality of service will greatly determine the quality of hospital services as a whole (Rustantono et al., 2024) and (Surono et al., 2023).

Performance is crucial for an organization, especially employee performance, which can influence the organization's ability to achieve its desired goals. Performance can impact the continuity of organizational activities; better employee performance will significantly

contribute to the organization's development. also on House Sick General.Regional.(RSUD) KH. Arif Daud Kuala Tungkal Regional General Hospital, West Tanjung Jabung Regency. In carrying out its operations, every available resource must be able to act professionally in carrying out their main duties and functions, by providing maximum service to patients (Z. S. H. Rosmiati, 2016).

LITERATURE REVIEW

Employee performance plays an important role for the association. If the presentation is low, it will result in the office being hampered in achieving its goals. According to Mangkunegara (2014), performance is the implementation of employee work which depends on the quality and quantity as implementation work in term time certain which is adjusted to his obligations and responsibilities. Many elements can influence the rise and fall of an individual's performance. According to Mahmudi in Siagian (2011), one of these is individual variables. This is also expressed by Hajati, DI, Wahyu, D., Wahyuni, N (2018), who revealed that improving employee performance can be influenced by several elements, one of which is the individual characteristics of the workers, where individual characteristics play a crucial role in further developing employee performance (Dacholfany et al., 2023).

Representative work motivation can be considered easy and can also be a complicated problem, because basically people are not difficult to motivate by giving them what they need. The problem of work motivation can be a problem in determining rewards where what is considered important to one individual because what is important to one individual is not really important to another (Masni, Rahima, & Hutabarat, 2021).

Motivation is one of the elements that helps with work sufficiency, because motivation is a condition inner a individual Which set and direct their behavior towards certain targets (Siagian, 2011). Providing motivation to employees must be possible by providing the main driving force that generates energy to work so that they need to work together, work diligently, and combine it with every effort to further develop their performance (Hutabarat, Wiryotinoyo, Masni, & Handayani, 2022).

RESEARCH METHOD

In this research, the method used is descriptive and quantitative. Descriptive research is study For get description or depiction of research variables (Ferdinand, 2014), in study This that is characteristics Individual, work motivation, and employee performance. Meanwhile, quantitative research examines the relationship between research variables and tests previously formulated hypotheses. Although the descriptions also contain narrative or descriptive elements, as correlational research, the focus is on explaining the relationships between variables (Nurdin, Sembiring, Phongsavath, Rahmawati, & Hutabarat, 2022).

The quantitative paradigm is centered on testing hypotheses through estimating research factors with numbers and dissect the information with measurable strategies, to be more specific about the impact of individual qualities through work inspiration on worker execution. This review is a review that analyzes individual attributes as variables autonomous on presentation as dependent variables that are interspersed with work inspiration as variables mediation, Where testing This done by means of investigation. The perception of this review using the inclusion of time is cross area/one shoot, which means that the data or information obtained is the result of various information which is done at a certain time (Sugiyono, 2012).

The absolute population in this review is non-clinical workers at the KH. Arif Daud Kuala Tungkal Provincial General Clinic (RSUD) Rezim Tanjung Jabung Barat with amount power Work as much as 54 person. The testing procedure in this review uses Soaked Examining (Statistics Inspection). Immersion testing, as described by Sugiyono (2012), is a testing strategy where all individuals in the population are used as test subjects. Given this hypothesis, the sample in this review adds up to 54 workers. To answer all these theories, analysts use surveys as an instrument to obtain data, then offer respondents the opportunity to answer the questions and provide their reactions to the questions posed.

RESULTS AND DISCUSSION

Respondent characteristics are divided into 4 types, namely based on gender, age, education level, and time work. Respondent 38.90 percent were male, and 61.11 percent were female. Furthermore, in terms of age, the group aged <25 years old comprised 5.56 percent. Then For group on part age 26 - 35 years old as much as 29.63 percent, the group in the section age 36 – 45 year as many as 40.74 percent, for groups age 46 – 55 year as much as 16.67 percent, and for the age group > 55 years as much as 7.41 percent. Looking at the characteristics of educational level, respondents for Master's degree as much as 3.7 percent, Bachelor's degree as much as 53.7 percent, Diploma as much as 22.22 percent, and for high school or equivalent as much as 20.37 percent. In characteristics based on the length of service, for length of service ≤ 5 Year as much as 9.26 percent, 6 – 10 Year as much as percent, 11 – 15 Year as much as 29.63 percent, 16-20 years as much as 22.22 percent, and for the age group > 20 years as much as 5.56 percent.

Analysis Descriptive

Descriptive statistics of research variables are used to determine the extent to which the indicators used as question items for each variable used in this research, namely individual characteristics, work motivation and performance. employees at KH. Arif Daud Kuala Tungkal Regional Hospital using a *Likert scale*. The descriptive results of the research variables will be presented in the following table (Saputra et al., 2021).

- a. Description of Individual Characteristic Variables (X) Based on score variables characteristics Individual employees at KH. Arif Daud Kuala Tungkal Regional Hospital are categorized as good, with number score average as big as 181.2, can seen on criteria interpretation of variables individual characteristics including on the range of figures 140.4 – 183.5 is in the fairly good criteria, that characteristics individual employee on KH. Arif Daud Kuala Tungkal Regional Hospital has individual characteristics Which Enough Good at work.
- b. Description.Variable.Motivation Work (Y)
Based on the score of the employee work motivation variable at KH. Arif Daud Kuala Tungkal Regional Hospital, it is categorized as high, with a score of The average is 186.4, if seen from the interpretation criteria of the work motivation variable, it is included in the range of 183.6 – 226.7 which is in the High Criteria, that employees at KH. Arif Daud Kuala Tungkal Regional General Hospital have quite high work motivation in carrying out their work (Budiningtyas & Hutabarat, 2024).
- c. Description Variables Performance (Z)
Based on the variable score of employee performance at KH. Arif Daud Kuala Tungkal

Regional Hospital, it is categorized as high, with score average Which obtained which is 186.4, when viewed from the performance variable interpretation criteria, it is included in the range of 183.6 – 226.7 which is in the high criteria, meaning that employees at KH. Arif Daud Kuala Tungkal Regional General Hospital have high performance.

Normality Test

The purpose of the normality test is to test whether the dependent and independent variables in the regression model have a normal distribution or not. As we know, to conduct the t and F tests, it is assumed that the residual values follow normal distribution. There are two ways to detect whether the residuals are normally distributed or not, namely by graphical analysis and statistical tests (Zahar et al., 2024).

Basically, normality test with graphs can be misleading if not careful visually it looks normal, even though statistically it can be the opposite. Therefore, in this study the author conducted a statistical test. From the statistical normality test, using the One Sample Kolmogorov Smirnov method. A significance value greater than 0.05 was obtained, because the Asymp. Sig. 2-tailed value for the three research variables was greater than 0.05 (0.322; 0.290; and 0.194) > 0.05 so it can be concluded that the data in this study was normally distributed (Hutabarat, 2022).

Analysis Track (*Path Analysis*)

This analysis is one option to concentrate on the dependencies of various factors in the model. This examination is a worthy technique to clarify if there is a very large set of information to dissected And looking for cause and effect relationships (Hill, 2012).

Intervening or mediation is the capacity to mediate the relationship between an independent variable and a dependent variable. To test the influence of an intervening variable, an investigative strategy is used. This method alone cannot determine causality and cannot be used as a substitute for scientists to examine causal relationships. An investigative strategy can be used to determine the relationship between at least three factors and cannot be used to confirm or reject speculation about causality that does not exist (R. Rosmiati & Hutabarat, 2023).

To answer this exploration objective, the main construction of the inspection model is divided into two sub-structures. Where to answer objective 1 with the main sub-design, to answer objectives 2 and 3 using the next sub-construction, and to answer the 4 quality objectives taken is the value of the results from the sub-construction main, And next to see direct and indirect impacts. In full, to answer the 4 objectives of the exam questions, you will described individually as follows:

1. The Influence of Individual Characteristics on Motivation

From the test results in Table 1, the calculated t value of variable X was 4.052, with a significance level of 0.000, because the significance level is more than <0.05 (0.000 <0.05), it can be concluded that individual characteristics influence employee work motivation. Based on this explanation, H₀ is rejected and H₁ is accepted, meaning that individual characteristics influence work motivation.

2. The Influence of Individual Characteristics on Performance

From the test results in Table 1, the calculated t value of variable X was 4.384, with a significance level of 0.000, because the significance level is more than <0.05 (0.000 <0.05), it can be concluded that individual characteristics influence employee performance. Based

on this explanation, H_0 is rejected and H_1 is accepted, meaning that trust influences performance.

3. Influence Motivation To Performance

From the test results in Table 1, the calculated t value for variable Y was 2.044, with a significance level of 0.046. Because the significance level is more than <0.05 ($0.000 < 0.05$), it can be concluded that motivation has an effect on performance. Based on explanation the by Because That H_0 rejected

Discussion

Influence Characteristics Individual To Motivation

From testing the directed hypothesis, it is known that individual characteristics influence work inspiration. Which representative. This explain that assuming the representative has the individual qualities that great in workplace, without person other worker will really want to expand work inspiration in completing tasks. The results of this study are in accordance with research conducted by Ananda, SS, and Sunuharyo, BS (2018) and Aktarina, D (2015), which stated that there is a very large influence between individual quality and employee work motivation. Furthermore, Stoner in Ananda, SS, and Sunuharyo, BS (2018) explained that there are three factors that influence motivation Work worker, Which with the ultimate goal of expanding work inspiration. Individual qualities are the interests, mentality, and requirements that individuals bring to the work environment. When representatives feel they have the capacity and interests that match the work they do, have a proper disposition towards work, and own need Which must fulfilled, then will increasingly create high work inspiration to work ideally (Ananda, SS, and Sunuharyo, BS, 2018).

Influence Characteristics Individual To Performance

From the hypothesis testing conducted, it was realized that a single quality influences employee performance. This explains that if employees possess individual characteristics in completing their primary duties and tasks, and are upheld by a strong authoritative culture, then at that time, employees will genuinely want to deliver ideal work results to the association. The side effects of this review are in accordance with Mahmudi's point of view in Siagian (2009) stated that one of the variables that influences hierarchical performance is the individual element. This was also expressed by Hajati, DI, Wahyu, D., Wahyuni, N (2018) who revealed that increasing worker execution can be influenced by several elements, one of which is the single quality of the representative, where individual characteristics play an important role in developing further representative presentations.

Likewise, several previous studies also show that individual characteristics influence performance. Among them are studies led by Ananda, SS, and Sunuharyo, BS (2018), Aktarina, D (2015), Hajati, DI, Wahyu, D., Wahyuni, N (2018), and Rahman, A (2013) where The results of the exploration show that the quality A single variable impacts representative performance. Regarding the side effects of this review, KH. Arif Daud Kuala Tungkal Regional Hospital needs to focus on variables that influence individual quality with the ultimate goal of further improving representative performance.

Each employee has various attributes that are caused by several things, such as basic mentality, capacity, interests, and variables that differ from the worker himself. These variations in training will influence the course of the training association. Expansion in the

implementation of workers are influenced by several elements, one of which is the single quality of the representative, where individual attributes play an important role in the further development of the representative exhibition (Hajati, DI, Wahyu, D). ., Wahyuni, N, 20 18). Individual attributes are qualities or characteristics driven by workers that can cause them to have various capacities from different employees to follow and work on their exhibitions (Aktarina, D, 2015).

Influence Motivation On Performance

From the directed theory testing, it is known that work motivation influences worker performance. This explains that if a representative has high work motivation in carrying out his/her main tasks and capacity, then at that time the representative the will truly want to contribute well to work with the ultimate goal of achieving the association's vision and mission.

The consequences of this review can strengthen or reinforce the current hypothesis, which states that having high work motivation will make a person's energy, so they need to work together, work successfully and be combined with each of their efforts to achieve goals (Hasibuan, 2012). In addition, the side effects of this concentrate also show the same results as the exploration led by Giantari, IAI, and Riana, IG (2017), Koesmono, T (2005), Yuswani, W (2016), Tejo, GA (2015), Ananda, SS, and Sunuharyo, BS (2018), Aktarina, D (2015), (Nguyen et al., 2020), (Reza Putra and Gupron, 2020) and Rahman, A (2013) where the consequences of their examination show that work motivation is a positive and critical impact on execution.

Regarding the consequences of this review, RSUD KH. Arif Daud Kuala Tungkal needs to focus on the elements that influence work motivation with the aim of end For more develop Worker execution . Work motivation is a state of mind that drives a person to achieve the greatest execution. Work motivation is an element that influences the enthusiasm and energy of representatives to take an effective interest in work motivation so that they will truly want to provide more ideal work results (Maslow in Mangkunegara, 2014). According to Herzberg in Hasibuan (2012), there are two kinds element Which push somebody For trying to achieve fulfillment and stay away from disappointment. These two factors are called hygiene factors (hygiene factors). extrinsic) And factor motivator (factor intrinsic).

The Influence of Individual Characteristics Through Motivation on Performance

From the directed theory testing, it was realized that work motivation cannot intervene individual quality in the implementation of work. Work motivation as a variable that mediates individual quality in its implementation is due to the attributes single Which There is in HOSPITAL KH. Wise Daud Kuala Tungkal basically puts more emphasis on on further development of the implementation of workers, not on expanding the inspiration of representatives. In addition, the work inspiration Work as variables intercession less, because the work motivation variables in this review are more coordinated on representative needs components, not for the actual work of worker exhibitions (Saputra et al., 2021).

Individual characteristics are qualities or characteristics that are driven by workers that can cause them to have various capacities from different employees to follow and work on their presentations (Aktarina, 2015). Rivai (2011) explains that a single attribute is a quality that is not usual, characteristic mental, ethics or character driven by someone who recognizes him from others. Individual qualities are individuals who see things in contrast will act in unexpected ways, individuals who have diverse mentalities will react differently to orders,

individuals who have diverse characters communicate in various ways with superiors, collaborators and subordinates (Ivancevich, 2003). 2009). Each individual has qualities and attributes or intrinsic attributes (hereditary) and attributes acquired from ecological impacts. Intrinsic attributes are innate traits possessed since birth, both concerning natural elements and social mental variables (Rosmiati, Nurmala Sari, Novia Sri Dwijayanti, 2021).

Meanwhile, motivation is a cycle that determines a person's strength, direction, and steadfastness toward achieving their goals. Every individual needs motivation to work. The presence of motivation will create enthusiasm because it is an inner drive to achieve something (Nguyen et al., 2020).

CONCLUSION

This study makes several conclusions based on results study And discussion Which has been explained previously, namely: Individual qualities have an impact on representative work inspiration at RSUD KH. Arif Daud Kuala Tungkal. This explains that assuming employees have great individual qualities in the workplace, without other people workers will really want to build work inspiration in completing efforts: 1) Individual characteristics have an impact on the implementation of workers at RSUD KH. Arif Daud Kuala Tungkal. This explains that if employees have individual characteristics in completing their main obligations and work, and are upheld by a strong hierarchical culture, then at that time, workers will really want to give work result Which ideal to the organization, 2) Work motivation has a positive and large impact on the implementation of workers at RSUD KH. Arif Daud Kuala Tungkal. This explains that if representatives have high work inspiration in completing their main tasks and capacities, then, at that time, the representatives will really want to contribute well to work with the ultimate goal of achieving the association's vision and mission, 3) Work motivation cannot intervene in individual characteristics on the implementation of workers. This is because the individual characteristics at RSUD KH. Arif Daud Kuala Tungkal basically focus more on further developing the implementation of workers, not on expanding employee motivation. Furthermore, work motivation as a less mediating variable, on the grounds that the Work Motivation variable in this review is more coordinated on the representative needs component, not to work on the actual worker presentation.

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