

THE EFFECT OF EMPLOYEE PROFESSIONALISM AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE

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ABSTRACT

This study aims to determine the role of satisfaction on the influence of professionalism and motivation on employee performance. The research location was conducted at the Badung District Health Office. The population in this study is the State Civil Apparatus at the Badung District Health Office as many as 70 employees with the sampling technique using saturated samples. Methods of data collection using a questionnaire. The analytical technique used is inferential analysis technique with Partial Least Square (PLS). The results of the study found that employee professionalism had a significant positive effect on employee performance but not significant on employee job satisfaction. Work motivation has no significant positive effect on employee performance but has a significant positive effect on employee job satisfaction. While job satisfaction is not able to mediate the effect of professionalism and motivation on employee performance at the Badung District Health Office.

Keywords: professionalism, motivation, job satisfaction, performance

INTRODUCTION

Organization will progress if it has qualified and adequate human resources. An employee are strength of organization. To achieve organizational goals, an employee in an organization can be described as an energy provider, or initiator. The goal of the organization is to achieve maximum performance individually and in groups. The applicable provisions of an agency can be used to determine good performance. The Covid-19 virus pandemic has an impact on the economic sector including the public sector. During the current pandemic, organizational leaders try to keep employee performance, besides that they must also implement health protocols within the organization. An organization must also have problems with the performance of its employees. Leaders and directors are needed to manage human resources, especially during a pandemic.

Performance is the result of a person during a certain period in carrying out tasks compared to various possibilities, such as work standards, or target criteria (Purwadi, 2020). Employee performance in organization is determined by employee attitudes and behavior for their work and employee orientation in carrying out work (Nizamuddin, 2018). There are so many factors that can reduce employee performance, one of which is employee professionalism. Professionalism is largely determined by the ability of a person or individual in doing a job according to the field of duty and their respective levels. The government as a service provider for the community and also as the person in charge of the public service function which will direct its goals to all levels of society without exception, it is an obligation for government officials to continue to make improvements related to the quality of public services that will be produced. Professionalism in a job or profession has long received the attention of practitioners. In work, every human being is required to have professionalism because professionalism contains expertise or expertise in optimizing knowledge, time, and energy. In their research, Mokosolang, et al (2021) and Arlan (2022) state that there is an influence of professionalism on performance. Akhmad (2016) explains that there is an influence on professionalism on performance. With high professionalism, each employee will be increasingly able to complete the tasks that are his responsibility as well as possible and by not leaving the wrong or unfinished work.

Work motivation can also have an influence on employee performance. According to Hasibuan (2016: 143) work motivation is the provision of a driving force that creates one's work enthusiasm so that they want to work together, work effectively, and are integrated with all their efforts to achieve satisfaction. Motivation questions how to direct the power and potential of subordinates, so that they are willing to work together productively and successfully achieve and realize the goals that have been determined. Seeing the importance of employees in the organization, employees need more serious attention to the tasks performed so that organizational goals are achieved. With high work motivation, employees will work harder in carrying out their work. On the other hand, with low work motivation, employees do not have the enthusiasm to work, give up easily, and have difficulty in completing their work. Supported by research from Hanafi (2017), Dharma (2018), and Bakri, et al (2021) which shows that there is a positive and significant influence between work motivation on employee performance. The higher the motivation of employees, the performance of employees will increase. High motivation will move employees to be able to achieve goals and encourage employees to be more motivated in producing satisfactory performance and continue to try to further improve their work in the organization or agency.

Efforts to improve employee performance are strongly supported by employee job satisfaction. According to Sinambela (2012:255) job satisfaction is closely related to employee performance. Employees who are satisfied with their work certainly have loyalty to the company, they will do the work assigned to them with full responsibility. Supported by research by Widia and Rusdianti (2018) and Sumarwinati and Ratnasari (2019) which explain that job satisfaction has a positive effect on employee performance. Research by Bolung, et al (2018) obtained the results of job satisfaction mediating the relationship between professionalism and employee performance. In addition, research from Runa (2020) obtained the results that there was an influence between work motivation on job satisfaction and employee performance. Professionalism and high work motivation have an influence on job satisfaction and have an impact on employee performance where from employee responses.

The Department of Health is one of the institutions that implement health efforts that are responsible for the success of health development. The health office has duties and functions in the field of public health, namely in the preparation, formulation, implementation, technical guidance and supervision, monitoring, evaluation and reporting of operational policies in the fields of family health, community nutrition, health promotion, community empowerment, environmental health, occupational health and exercise. body. In this study, researchers still encounter several problems that occur, namely in its implementation there is a decrease in performance. Where the Level of Performance Achievement and Realization of the 2021 RKPD Budget is only 55.37 percent. Based on temporary observations, this occurs due to the lack of professionalism of employees in carrying out their work, low knowledge of employees in understanding work, less than optimal self-development for employees, lack of employee motivation, most employees neglect working hours, and most employees assume that achieving work targets is not the main thing that must be achieved so that it has an impact on employee performance.

The Health Service is the main focus of the Badung Regency Government because this problem is closely related to the main tasks and functions of the Health Service as the front guard or individuals who directly intervene to serve the community in preventing the transmission of Covid-19 effectively. The Health Office as the foundation and hope of the community so that it can control the transmission of Covid-19, a professional attitude and increased motivation from employees at the Health Office and even health workers are very necessary. Improving the performance of employees at the Health Office in providing health services to the community during the Covid-19 pandemic is considered very important. The new work system must also be applied with high discipline to achieve goals and get results as expected without compromising the safety risks of employees and health workers who are directly involved in dealing with Covid-19.

The problem of employee performance is a serious problem to be addressed because there are still many employees who are still not optimal in their performance. There are tasks that are not completed properly, there is still a lack of employee awareness to apply discipline and this can disrupt the process of working activities as well as systems that have been previously planned, there is a lack of employee engagement in every activity carried out by the Badung Regency Health Office. The decline in employee performance is caused by several factors including lack of job satisfaction, professionalism and lack of work motivation. The performance of employees at the Health Service will have an impact on public services, especially during the Covid-19 pandemic, where there are still many weaknesses that have not been able to meet the quality expected by the community. Based on this, the researchers are interested in conducting a study entitled "The Effect of Employee Professionalism and Work Motivation on Employee Performance mediated by Job Satisfaction at the Badung Regency Health Office (During the Covid-19 Pandemic)."

CONCEPT AND HYPOTHESIS

Employee Performance

According to Asmuni (2012:130), performance is a person's success in carrying out his job duties (job performance). The definition of performance is the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him (Mangkunegara & Puspitasari, 2015: 67). Performance is the seriousness of the effort made by someone, which has an impact on the results obtained (Asmuni, 2012: 130).

Bernadin (Sudarmanto, 2009:12) said that there are six performance indicators. The six indicators can be used to measure performance. The six indicators are:

1. Quality. Quality indicators are related to the process or results near perfect in meeting the objectives.
2. Quantity. This quantity indicator is related to the unit of quantity produced.
3. Timeliness. This punctuality indicator is related to the time it takes to complete a job or produce a product.
4. Cost-effectiveness. This indicator of effectiveness is related to the level of use of organizational resources such as people, money, materials, technology, and so on in obtaining results.
5. Need for supervision. This indicator of the need for supervision is related to the ability of employees to complete work without leadership assistance.
6. Interpersonal impact. This impact indicator is related to the employee's ability to increase feelings of self-worth, goodwill, and cooperation among fellow employees.

Job satisfaction

Job satisfaction is a pleasant or unpleasant emotional state in which employees view their work. Job satisfaction reflects a person's feelings towards his job. This can be seen in the positive attitude of employees towards work and everything they face in their work environment (Handoko, 2008: 193-194). According to Kreitner and Kinicki (2010) job satisfaction is an affective and emotional response to various aspects of one's work. This definition cannot be interpreted as a single concept. A person can be relatively satisfied with one aspect of his job and dissatisfied with one or more other aspects. Satisfaction is a reflection of one's feelings towards his work.

Employee Professionalism

According to Sedarmayanti (2017: 21) Professionals are people who master the scope of their duties and responsibilities, have knowledge, abilities, experience, and a strong will to always innovate towards progress and independence. Professional nature is reflected in a growing and sustainable curiosity, a responsible attitude, and not being complacent.

Motivation

Motivation comes from the Latin "Movere", which means to move or in English "to move". Work motivation can be interpreted as a desire or need that underlies an individual so that he is encouraged to work (Usman, 2013: 276). In addition, motivation can be interpreted as an individual's drive to take action because they want to do it. If the individual is motivated, the individual will make a positive choice to do something, because it can satisfy his desire (Sagala & Rivai, 2009: 837-838).

METHOD

The location of this research was conducted at Badung District Health Office. The scope of this research includes a discussion of the influence of professionalism, motivation, job satisfaction and employee performance. The population of this study is all employees totaling 70 people. Samples were taken using saturated samples. This study uses data collection tools in the form of a questionnaire that is measured using 5 points Likert Scale namely "Strongly Disagree", "Disagree", "Fairly Agree", "Agree", and "Strongly Agree" to respondents. The data analysis technique used is inferential analysis with Partial Least Square tool.

Hypotesis

- H1: Employee professionalism has a significant positive effect on employee performance.
- H2: Employee Professionalism has a significant positive effect on Job Satisfaction
- H3: Work motivation has a significant positive effect on employee performance.
- H4: Work motivation has a significant positive effect on job satisfaction.
- H5: Job satisfaction has a significant positive effect on employee performance.
- H6: Job satisfaction mediates the effect of work professionalism on employee performance.
- H7: Job satisfaction mediates the effect of motivation on employee performance.

RESULT AND DISCUSSION

The path diagram structure is used to describe the relationship between latent variables, including the indicators that make up these latent variables in the form of a relationship diagram shown in Table 1 below:

**Table 1
Path Coefficient Result**

Path Coefficients	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Professionalism > Performance	0,707	0,720	0,124	5,701	0,000
Professionalism -> Work Satisfaction	0,167	0,189	0,197	0,845	0,399
Motivation -> Performance	-0,022	-0,046	0,139	0,156	0,876
Motivation -> Work Satisfaction	0,596	0,585	0,181	3,289	0,001
Work Satisfaction -> Performance	0,189	0,210	0,095	1,977	0,049
Indirect Effect					
Professionalism -> Work Satisfaction -> Performance	0,031	0,034	0,048	0,661	0,509
Motivation -> Work Satisfaction -> Performance	0,112	0,129	0,078	1,449	0,148
Direct Effect					
Professionalism -> Performance	0,031	0,034	0,048	0,661	0,509
Professionalism -> Work Satisfaction					
Motivation -> Performance	0,112	0,129	0,078	1,449	0,148

Path Coefficients	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Motivation -> Work Satisfaction					

The Effect of Employee Professionalism on the Performance

Based on the results of the analysis of the influence of employee professionalism on employee performance, it was obtained t-statistic(5.701) > ttable (1.96) with a significance level of 0.000 < 0.05, so that h_0 was rejected, h_a accepted which means that employee professionalism has a significant positive effect on the performance of the Badung Regency Health Service employee. . The coefficient 1 (employee professionalism variable) of 0.707 indicates that the better the professionalism of the employees, the higher the performance of the Badung District Health Office employees. The significance level below 0.05 means that the professionalism of employees significantly affects the level of employee performance. With high professionalism, it is expected that high employee performance can be achieved by employees. Without professionalism, employees will not work as expected by the company, so as a result, employee performance will be low, so that the company's goals will not be achieved optimally. These results are in accordance with the results of research by Bagus & Ramantha, (2015), Rulandari (2017), Kadarisman (2011), and Suparjo, et al (2020), explaining that there is an influence on professionalism on employee performance.

The Effect of Employee Professionalism on Job Satisfaction

Based on the results of the analysis of the influence of employee professionalism on job satisfaction, it was obtained that t-statistic (0.845) < ttable (1.96) with a significance level of 0.399 > 0.05, so that h_0 was accepted, h_a was rejected, which means that employee professionalism has no significant positive effect on the job satisfaction of Health Service employees. Badung regency. The coefficient 2 (employee professionalism variable) of 0.167 indicates that the better the professionalism of the employee, the higher the job satisfaction of the Badung District Health Office employee. The significance level above 0.05 means that employee professionalism does not affect the level of employee job satisfaction. Employee professionalism is one of the important factors in influencing job satisfaction, but this is not found in Badung District Health Office employees. An insignificant relationship can be due to the characteristics of respondents who cannot feel satisfied just because of their abilities. Someone who considers work as a service will not easily feel satisfied with his professionalism. These results are in accordance with the results of research by Sjahrudin (2018), Kamilah, R. (2020), Muliaty (2021) finding that professionalism has no significant effect on job satisfaction.

The Effect of Work Motivation on the Performance

Based on the results of the analysis of the effect of work motivation on employee performance, it was obtained that t-statistic (0.156) < ttable (1.96) with a significance level of 0.876 > 0.05, so that h_0 was accepted, h_a was rejected, which means that work motivation has a significant positive effect on the performance of the Badung Regency Health Office employee. . The coefficient of 3 (work motivation variable) of -0.022 indicates that the better the work motivation, the lower the performance of the Badung District Health Office employees. A significance level above 0.05 means that the effect is not significant. Motivation is an encouragement shown to employees in the hope that employees are more enthusiastic at work. However, in this case, the motivation given to the employees of the Badung District Health Office did not have an impact on improving performance. This can happen because of the characteristics of respondents who have more than 10 years of service, which causes their enthusiasm to work no longer as high as when they started working. Therefore, it is the responsibility of the leadership to provide support to employees who encourage them to work better. These results are in accordance with the results of research by Dharmawan et al., (2018), Marjaya and Pasaribu (2019), and Andayani and Tirtayasa (2019) which show that motivation does not have a positive and significant effect on employee performance.

The Effect of Work Motivation on Job Satisfaction

Based on the results of the analysis of the effect of work motivation on job satisfaction, it was obtained that t-statistic (3.444) > ttable (1.96) with a significance level of 0.001 < 0.05, so that h_0 was rejected, h_a was accepted, which means that work motivation has a significant positive effect on job satisfaction of the employees of the District Health Office. Badung. The coefficient 4 (work motivation variable) of 0.596 indicates that the better the work motivation, the higher the job satisfaction of the Badung District Health Office employees. Job satisfaction is job satisfaction enjoyed at work by obtaining praise for work, placement, equipment and a good working environment. Therefore, motivation greatly influences satisfaction. Motivated employees will feel satisfaction at work so they can improve their performance. These results are in accordance with the results of Subudi et al., (2015), Kartika & Kaihatu, (2010). Also supported by research from Amir Sohail, et al (2014), Suhartono (2015), and Saleem (2010) also revealed that there is a positive and significant influence on work motivation on job satisfaction.

The Effect of Job Satisfaction on the Performance

Based on the results of the analysis of the effect of job satisfaction on employee performance, it was obtained t-statistic(1.977) > ttable (1.96) with a significance level of 0.049 < 0.05, so that h_0 was rejected, h_a accepted, which means that job satisfaction has a significant positive effect on the performance of the Badung Regency Health Office employee. . The coefficient of 5 (job satisfaction variable) of 0.189 indicates that the better the job satisfaction, the higher the performance of the Badung District Health Office employee. In improving employee performance, it is strongly supported by employee job satisfaction. Because job satisfaction refers to the general attitude of an individual or employee towards the work he does. A person with a high level of job satisfaction shows a positive attitude towards the work itself, while someone who is dissatisfied with his job shows a negative

attitude towards the job. These results are in accordance with the results of research by Elburdah (2018), Imelda, (2019) and Jonathan (2020), Ezeanyim (2019), and Samuel Egenius (2020) which reveal that there is a positive and significant effect on job satisfaction on employee performance.

Role of Job Satisfaction in Mediating the Effect of Employee Professionalism on Employee Performance

Based on the results of the analysis of the mediating effect of employee professionalism on performance through job satisfaction, it is obtained t-statistic ($0.661 < t_{table} (1.96)$) with a significance level of $0.509 > 0.05$, so that H_a is rejected, H_o is accepted, which means that job satisfaction is not able to mediate the effect of professionalism on performance. Badung District Health Office employee. The coefficient 1 (employee professionalism variable) of 0.031 indicates that professionalism only has a direct effect on employee performance, and has no effect on performance if it is through job satisfaction. This can happen because in terms of professionalism there are still employees who feel lacking in competencies such as knowledge, skills and experience in carrying out their work. So this needs to be improved in order to provide job satisfaction for employees which has an impact on improving their work performance. Then in terms of job satisfaction that there are still employees who are not satisfied with the rewards received or are still not in accordance with the burdens and responsibilities given to each employee, especially at the Badung Regency Health Office. These results are in accordance with the results of research by Alfert et al., (2021) and Bolung, et al. (2018) which also found that job satisfaction was unable to mediate the effect of professionalism on performance. However, this contradicts the results of research and Wijaya (2018) which explains that professionalism affects employee performance through satisfaction.

The Role of Job Satisfaction in Mediating the Effect of Work Motivation on the Performance

Based on the results of the analysis of the influence of motivation on performance through job satisfaction, it was obtained t-statistic ($1.449 < t_{table} (1.96)$) with a significance level of $0.148 > 0.05$, so that H_a was rejected, H_o was accepted, which means that job satisfaction was not able to mediate the influence of motivation on the performance of employees of the Office of the Republic of Indonesia. Badung District Health. The coefficient 1 (motivation variable) of 0.112 indicates that motivation only has a direct effect on employee performance, and has no effect on performance if it is through job satisfaction.

This can be indicated that the amount of motivation given to employees cannot improve employee performance, especially for employees at the Badung Regency Health Office. As stated by Afandi (2018) that motivation is a desire that arises from within a person or individual because he is inspired, excited and driven to carry out activities with sincerity, pleasure and earnestness so that the activities carried out get good and quality results. So that internal motivation is more needed than motivation that comes from external. These results support the research of Nawastuti (2018), Rivaldo and Ratnasari (2020) and Febriana (2020) which found that motivation through job satisfaction had no effect on employee performance. However, this is not in line with research by Hanafi, et al. (2017) Imelda, (2019) and Babatunde (2021) which explain that motivation affects employee performance through satisfaction.

CONCLUSION

This study has investigated the relationship of direct and indirect influence between employee professionalism and work motivation on job satisfaction and its impact on employee performance at the Badung District Health Office. This study was conducted to address the gap between the research paradigms, and attempted to determine the mediation of job satisfaction on the relationship between employee professionalism and work motivation on employee performance. The contribution of this study to existing theories is being able to claim that the relationship between employee professionalism and work motivation on job satisfaction has an impact on employee performance. For future research, this research should be developed regarding factors other than employee professionalism and motivation that can affect employee performance by using an integrative framework or other variables as mediating variables.

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