

**ANALYSIS ON THE INFLUENCE OF MOTIVATION FACTORS
TOWARD EMPLOYEES' PERFORMANCE
IN MENUR MENTAL STATE HOSPITAL SURABAYA**

A BACHELOR DEGREE THESIS

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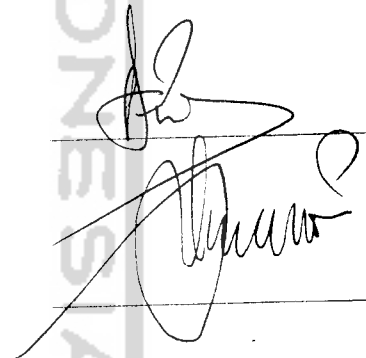
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motivated to do their job in giving their best service all the time. We will analyze what factors are influencing their motivation in working. We will also analyze how the motivation may influence the performance of the employees.

1.2. PROBLEM STATEMENT

The problems identified in this research are :

1. How is the relationship between motivation factors (Individual characteristic, job characteristics, and work situation characteristics) and the employees' performance?
2. Among the three motivation factors, which one is the most dominant factor in influencing employees' performance ?

1.3. LIMITATION OF RESEARCH AREA

There are many factors that influence performance, such as motivation, effort, capability and previous experience (Gibson, Ivancevich & Donnelly, 1994:143). Since the factors are many, and the problem is wide, this research is limited to the focus in effort in improving motivation in the relationship with employees' performance. The work motivation in this research is influenced by psychological variables according to Lyman W. Porter and Raymond E. Miles, which consists of individual characteristic, job characteristic, and work situation characteristic. The area of research is limited to one company, which is Menur Mental State Hospital Surabaya.

The result of the analysis can be seen at the computer print-out. The value of r and r -square show the positive relationship if it is ranged between 0 to 1. If the value is closer to 1, the relationship is closer.



Table 2.1 . Work Motivation Factors

Individual Characteristics	Job Characteristics	Working Situation Characteristics
1. Interest 2. Attitudes - To him/her self - To work situation aspects 3. Needs - Security - Social - Achievement	Examples : - Responsibility - Satisfaction level - Type of intrinsic rewards - Level of autonomy - Number of feedback on direct achievement - Task variation level	1. Closest work environment : - Partners - Leaders 2. Organization Actions a. Reward System - Reward to all system - Reward to individual b. Organization culture

Source : Porter and Miles (in Stoner and Freeman, 1989)

2.1.3.6. Individual Characteristics

Every individual has different interest, attitude, and needs and they influence to the work situation. The individual differences are caused by different motivations.

Interest is a behavior that makes someone likes a certain object, situation, and ideas. Interest is followed by happy feeling and tendency to seek for the object (Moh.As'ad, 2000).

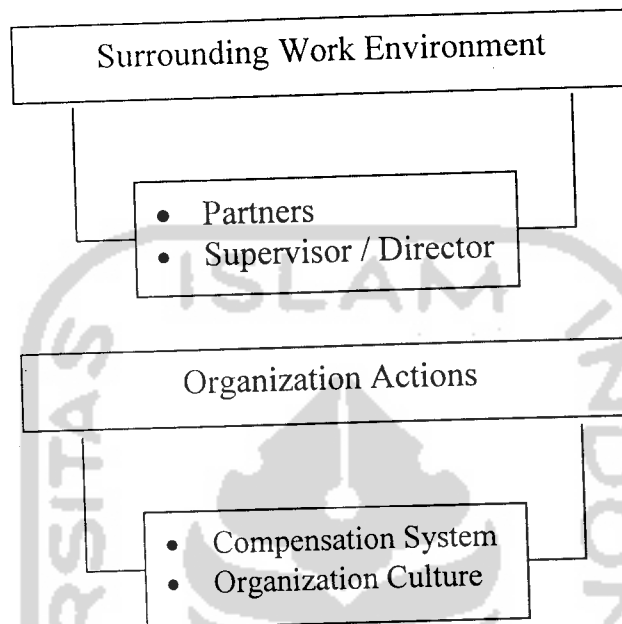


Figure : Characteristic Groups of Work Situation

Source : Stoner and Freeman (1989)

Organization actions consist of compensation system, and organization culture. All organization policies, regarding the method used to give compensation to employees, all are reflected in organization action, which influence and motivate the employees. The compensation system usually has high impact to employees' motivation and performance. Wage rising, promotion, and bonuses can be strong motivators for employees' performance if those are being well organized. Wage rising should be related to the improvement of performance so the wage rising is seen

CHAPTER III :

RESEARCH METHOD

3.1. SAMPLING METHOD

The sampling of this research is done by using Random Sampling. Questionnaires are distributed to 60 full-time employees of non-manager level and 20 manager/supervisor in manager-level in Menur Mental State Hospital through Department of Human Resource. Respondents are taken randomly from all departments in the company.

3.1.1. Population of the Research

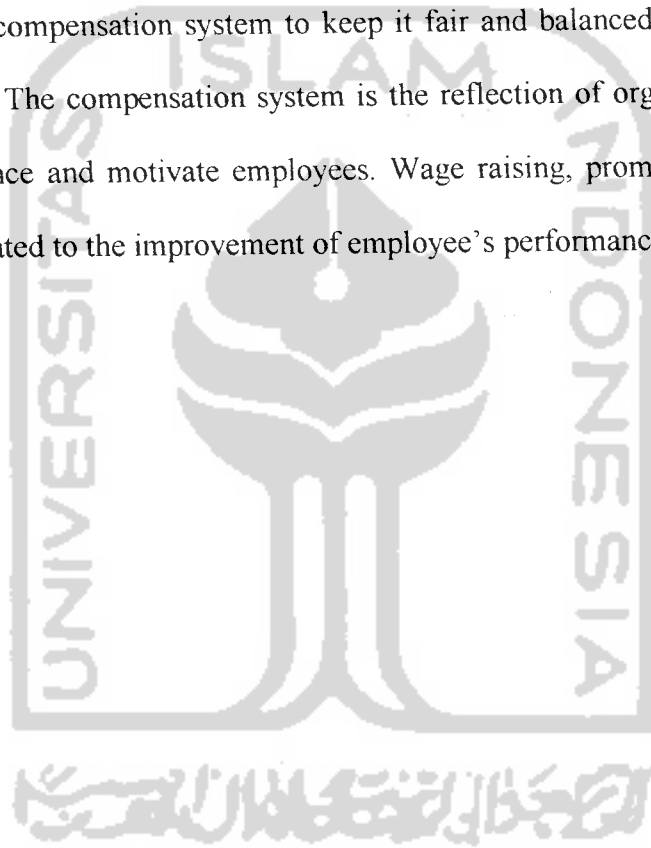
According to Mantra and Kasto in Singarimbun (1981 : 108), population is the total amount of analysis unit whose characters will be hypothesized. According to Hadi (1987), population was mentioned as the amount of people or individual which at least have the similar characters.

In this research, the population is the total amount of all employees of Menur Mental State Hospital Surabaya, which is 350 persons.

3.1.2. Samples of the Research

Sample is part of population which is taken and is used to determine the characters and symptoms which are wanted from population (Nasir, 1988). To determine the sample, we can distribute questionnaires to the employees of Menur

- Top managers and supervisors should always give directions and supervisory to their employees. These leaders should always motivate their employees to improve their works. Supervisor and directors can highly influence the motivation and performance of employees through the instructions, compensation, appraisal, sanctions, promotion, critics, and lay-off.
- Feedback is needed from employees to management to know what goes wrong or what to complain about their works.
- Improve the compensation system to keep it fair and balanced with employees' performance. The compensation system is the reflection of organization actions, which influence and motivate employees. Wage raising, promotion, or bonuses should be related to the improvement of employee's performance.



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