

# CHAPTER I

## INTRODUCTION

### 1.1 Background

Human resources, according to Rikawati Ginting Munte (2018), are resources that have reason, feelings of desire, skills, knowledge, encouragement, power, and work, and the workforce has a factor in encouraging the progress of an organization, company, or government agency, because human resources are resources that have reason, feelings of desire, skills, knowledge, encouragement, power, and work (ratio, taste, and intention). All of these possibilities contribute significantly to the attainment of corporate objectives. Even with technology sophistication, the availability of capital, and information development, organizational goals will not be met without human resources.

The presence of human resources in an institutional structure is critical because human resources play a significant role in carrying out institutional tasks. Human resource management can have an impact on the organization's future survival and growth. Essentially, the institution does not just look for human resources with the necessary abilities, skills, and knowledge. But there is also a desire to work hard and get the best possible results. Every company or institution wants its personnel to be able to accomplish their work as efficiently as possible in order fulfill its objectives. In order to fulfill organizational goals, human resources plays a critical and strategic function in the corporation. Human resources are still a hot topic in the globalization period, and they are the cornertone for an organization's or institution's survival. Every activity relies heavily on human resources. The activities of the organization or institution will not be accomplished correctly without the backing of dependable human resources, even if they are supported by buildings and infrastructure as well as abundant sources of finances. Human resources must constantly be considered, managed, and developed by the organization as a resource that propels and guides the organization. Productivity is one sign of a company's success. The success of an organization is heavily influenced by the individual productivity of its employees, just as the success of a company's goals is heavily influenced by the manager's effort as the organization's manager towards human resources as a whole. When it comes to enhancing employee productivity, compensation is crucial. The major reason someone picks or undertakes a

work to meet their needs is for the money. To various person, compensation will mean different things. According to Marwansyah (2016), compensation is an award or incentive that is fair and acceptable to employees as a reward or contribution/service to the achievement of company goals, whether financial or non-financial. Meanwhile, compensation, according to Hasibuan (2015) argues that compensation is all income in the form of money, goods directly or indirectly received by employees as compensation for services provided to the company. To keep employees living at a respectable quality of living, basic compensation is required. Compensation, on the other hand, provides a concrete assessment of an individual's contribution to the business. Compensation is a strategic human resource function with far-reaching implications for other HR activities. Work discipline refers to a person's adherence to all of the rules in the workplace.

Employees who are disciplined will, of course, have a big impact on the company. Discipline, according to Dolet Unaradjan (2018), is an endeavor to prevent violations of mutually agreed-upon requirements in carrying out activities in order to avoid punishing a person or group. Motivation is an internal drive that drives a person, an organization, or even a government body to attain a goal. Work motivation, according to Rivai (2015), is a set of attitudes and beliefs that drive person to accomplish specific tasks in accordance with their personal goals. Work motivation, according to Hasibuan (2015), is a mood or energy that motivates employees to be directed or oriented towards attaining organizational goals. Employees that have a pro-active and positive attitude toward their work environment have a higher level of drive to perform at their best. Job productivity is a measure of how effectively and efficiently a workforce's quality and quantity compare in a unit of time to achieve results or work performance with the resources available. Work productivity, according to Sinungan in Busro (2018), is a person's or a group's ability to generate goods and services within a predetermined time frame or in line with a plan. Work productivity, according to Sutrisno (2017), work productivity is the ratio between the results achieved with the participation of labor per unit of time. The participation of the workforce here is the use of resources as well as effective and efficient. The Community Health Center (PUSKESMAS) is a health-care facility that organizes public health efforts and individual efforts at the grassroots level, focusing promotive and preventive activities in order to reach the maximum level of public health in its service area.

The Public Health Center's application of public health development strives to preserve and improve health, as well as prevent and overcome the formation of health problems, by focusing on families, groups, and communities (Permenkes RI No. 75 of 2014). UPT Puskesmas Sungai Alam Bengkalis is a non-inpatient health care facility in Bengkalis Regency, located on Jl.Bathin Alam. Sungai Alam Kec, Bengkalis employs a total of 78 personnel.

Tabel 1.1 Job Position in puskesmas

No	Job Position	Amount Of Employee
1.	General Practitioners	4 Person
2.	Denists	3 Person
3.	Medical Persons	7 Person
4.	Nursing persons	20 Person
5.	Midwifery persons	21 Person
6.	Pharmacy persons	5 Person
7.	Health persons Community	2 Person
8.	Environmetal health persons	1 Person
9.	Nutrition persons	1 Person
10.	Medical technical persons	1 Person
11.	Structural persons	1 Person
12.	Management Support persons	12 Person
	<b>TOTAL</b>	76 person

Source: Puskesmas 2021

UPT Puskesmas Sungai Alam has so far offered adequate recompense in their respective sectors. There are 7 general practitioners at the Bengkalis Public Health Center, and 3 dentists, 26 midwives with a D-IV education level, 6 midwives, 21 D-III midwives and 1 PBB midwife. for the number of nurses with S1 level as many as 6 people, as many as 23 D-III nurses, with 1 person SPK education level. for the number of other health workers in 2021, 3 pharmacists with D-III education levels, 2 pharmacist assistants, 2 SKM workers, 1 person for nutrition, 1 person for laboratory analysis. However, the findings of an interview performed by the author with one of his workers revealed that employee work productivity is often hampered. Work targets are frequently not met, employees are frequently absent/sick, absenteeism is not reported on time, and team cohesiveness is lacking, among other things.

As a result, staff productivity suffers when it comes to completing tasks, and the goals set are typically out of sync with the time provided. Other elements that influence employee productivity include company culture, work environment, and work devotion, among others. The influence of compensation, discipline, and motivation on employee work productivity at UPT

Puskesmas Sungai Alam Bengkalis attracts researchers to investigate the theme as these variables by raising the title "The influence of Compensation, Discipline, and Motivation on Employee Work Productivity at UPT Puskesmas Sungai Alam Bengkalis."

## **1.2 Formulation of a Problem**

Based on the background of the Problems that have been stated previously, the Problems in this study are: At UPT Puskesmas Sungai Alam Bengkalis, how do compensation, discipline, and motivation affect employee work productivity?

## **1.3 Research Objectives**

From the formulation of the problem that has been stated, the research objectives can be determined as follows:

1. To find out the effect of compensation on employee productivity at UPT Puskesmas Sungai Alam Bengkalis partially
2. To find out the effect of discipline on work productivity at UPT Puskesmas Sungai Alam Bengkalis partially.
3. To find out that motivation affects the work productivity of employees at UPT Puskesmas Sungai Alam Bengkalis partially
4. To find out the effect of Compensation, Discipline, Motivation on the work productivity of employees at UPT Puskesmas Sungai Alam Bengkalis simultaneousl.

## **1.4 Research Benefits**

This research is expected to be beneficial for the parties concerned, while the benefits that can be obtained by conducting this research are:

1. For authors

This research is expected to provide knowledge, as well as add insight into the effect of compensation, discipline and motivation on employee work productivity.

2. For organizations/ UPT

This research is expected to help the organization/UPT in seeing the effect of compensation, discipline, and motivation on the work productivity of employees at UPT Puskesmas Sungai Alam Bengkalis

3. For Almamater

This research is expected to provide theoretical benefits or as a reference for those who need information in the field of Human Resources, Especially Compensation, Discipline and Motivation that affect employee productivity as a basis for comparison to evaluate evaluations.

### **1.5 Scope and Limitation of the Problem**

In connection with the formulation of the problem and the objectives to be achieved from this research, the scope of the analysis that will be carried out includes all employees/Puskesmas officers (76 officers) who work at UPT Puskesmas Sungai Alam Bengkalis. This research was conducted only to obtain information about the effect of Compensation, Discipline and Motivation on work productivity of the employees of the Sungai Alam Bengkalis Public Health Center:

1. This research was conducted only to find out the effect of compensation, discipline and motivation on the work productivity of employees at UPT Puskesmas Sungai Alam Bengkalis.
2. This research was only conducted at the Sungai Alam Bengkalis Public Health Center, so the results cannot be generalized elsewhere.

### **1.6 Systematics of Report Writing**

It is vital to produce a systematic report in order to write this thesis report in a systematic and organised manner. The steps to creating a thesis report are as follows:

#### **CHAPTER 1 : INTRODUCTION**

In chapter 1, the background of the problem, problem formulation, research objectives, research benefits, research scope and problem boundaries and report systematics are explained.

**CHAPTER 2 : LITERATURE REVIEW**

Chapter 2 describes a literature review and a proven theoretical basis that will be used in completing the research.

**CHAPTER 3 : METHODOLOGY OF RESEARCH**

In chapter 3, the research implementation plan will be explained starting from the location, time and object of research, types and sources of data, data analysis methods.

**CHAPTER 4 : RESULTS AND DISCUSSION**

In chapter 4, we will explain the conclusions and suggestions of this research.

**CHAPTER 5 : CONCLUSIONS AND SUGGESTIONS**

In chapter 5, it will explain the conclusions and suggestions of the research conducted.

