

THE EFFECT OF JOB COMMITMENT AND MOTIVATION TOWARDS EMPLOYEES' WORK AT OFFICE OF HEALTH DEPARTMENT IN LANGKAT REGENCY

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ABSTRACT

In organization, it is hoped that every staff in one company to have a high commitment which can create the staffs' high work. A company must always give supports to employees to increase their motivation so that they can work heartfully to produce a good work to the company itself. Manager who is the high level leader in a company is hoped to able to process the potential of the human sources available with so approaches to become a unity in process the potentials.

Keywords: Job Commitment, Motivation and Work.

INTRODUCTION:

Every company has different strategies but there must be one strategy had by a company and it is to manage the human resources for long time. Human resources is a very important thing because it is the doer of the whole activities in a company so that the effectivity and efficiency of a company is on the human resources of the company itself. For the company, the management of the human resources is a obligative requirement because it can fasten the target to achieve company gain so that it can increase the company and the employees' income. Human resources must always be improved through the improvement of formal and informal education in order to compete in work field to achieve an improvement of the company productivity. The company must always give supports to the employees to increase their motivation so that they can work heartfully to produce good work to the company. It is very important for the leaders to share their intentions to their employees by giving supports in order to create a comfortable situation in the workplace. The development of the company will get increased if it has the professional human resources who implement their all abilities to work in that company.

Nowadays, science and technology has a fast progress so that this will also affect the development of a company in the future. Kast and Rosenzweig (2002) stated that the development of science and technology is like space shuttle in which the information system will give an information throughout the world by using several communication tools. All these developments are the effects of the developments of human resources because all the activities in the organization are the contributions of the human resources. Human resources is the financial capital of building in which human resources is one of the production factors of building besides financial capital, money and material in togetherness to participate in buildings.

The most valuable financial capital for a country is the science which is had by the employees in develop the economy as a replacer of the available natural resources that should be building excellence however it can cause damage to the environment that also causes sufferings to the human beings. (Peter F. Drucker in Zuhail, 2008). This condition can happen caused by the changes in the society for example: changes caused by the development of technology, changes caused by the increase of the society income, changes caused by the development of information technology and changes caused by the changes caused by the changes of environment and human life.

As a result, it can disturb the human life in which it can cause disadvantages to them because it has negative effects. But the changes can also give positive effects for the human life so that this can be an opportunity for the human to use all the changes towards their life. The company should be able to manage the available human resources to increase the knowledges through formal and informal education. Manager who is the high level leader in the company is hoped to be able to manage the human resources through so approaches to become unity in managing the potential. The functions of management is implemented to develop the uses of the human resources with a good plan, management, instruction and coordination so that the target can be achieved.

The goal of a company is to achieve the higher production that can be applied by using several strategies. It is needed to know the human resources in a company should be managed by the manager by doing some different strategies for each. Manager must have a managing skill in order to use the human resources and it is very useful to live motivations, commitment, work evaluation, organization climate and so on. Because of many human resources in a company also shows that there are many human behaviors in that company so that this should be well managed by the manager the it can be a strength for the company itself. As the leader, a manager must show their abilities with high integrity to manage, support and show their commitment to work. Many human behaviors in that company can create a good environment in that company in which it can give good or bad effects to the company.

Motivation is the attitude that should be shared by the manager to the employees in that company in order to push the employees to work all out. In sharing the motivation to the employees, the manager needs more time in order to be a an environment to the company. There are bad conditions in a company. One of them is caused by the low motivation and commitment of the employees of the company. It finally causes disadvantages to the company so it can not be productive company. The company should prevent the loss because it can disturb the company itself. it can even close because of the incapability to face the loss. The work condition in the company become a phenomenon showing that the condition is caused by the employees' behaviors. Whether the condition of the environment is good or not is derived from the work motivation and commitment of the employees . so it depends of the high or low motivation of the employees. Through this phenomenon, it is important that the company get a intention to manage the human resources in that company so that the company can achieve advantages and be prevented from loss. Based on the

condition happening in the company, the writer wondered how big the effect of motivation and commitment towards the company.

In this research, the object is the office of the health department of Langkat regency in which after the region autonomy has been applied. So the obligation of the region head as the manager to their government for each become very important in improving the services to the society. The function of the service is the main work for every employee to be there in all government instances especially in Langkat regency.

In this phenomenon, the writer did the research “The Effect of Work Motivation and Commitment on the Employees’ work at the Office of Health Department in Langkat regency”

THE PROBLEM OF THE STUDY:

By understanding the background explained above, the writer draws a conclusion below:

- a. How big the job motivation affects the employees’ work at the office of Health Department in Langkat regency.
- b. How big the job commitment affects the employees’ work at the office of Health Department in Langkat regency.
- c. How big the job motivation and commitment affect the employees’s work at the office of Health Department in Langkat regency.

THE OBJECTIVE OF STUDY:

Based on the problems explained above, can be drawn the objectives of the research as below:

- a. To find out the effect of the job motivation on employees’ work at the office of Health Department in Langkat regency.
- b. To find out the effect of the job commitment on employees’ work at the office of Health Department in Langkat regency.
- c. To find out the effect the job motivation and commitment on employees’ work at the office of Health Department in Langkat regency.

THE SIGNIFICANCE OF THE STUDY:

It is hoped that this study can be useful to:

- a. Give ideas to the office of Health Department in Langkat regency as the guide in running the employees’ rules in giving their services to the society by the increase of their work quality
- b. Be a reference to other researchers who want to deepen the study of human resources.

JOB COMMITMENT:

In one organization, it is very important to pay attention of the job commitment of all employees. This is very important to affect the work achievement in that organization itself. Commitment can be considered as responsibility in which someone who has high responsibility is caused by their commitment given to their work. A manager in one organization needs to grow the high commitment to their employees in doing the work available in the organization. Through the high commitment towards the employees, the employees will work seriously with no doubt so that it can create quality work to themselves and the organization itself. It is simply said that the job commitment is firm decision towards someone to show their work in order to push them to contribute good work through solving any problems well.

Ivancevich and Matterson 2003, stated that “Commitment to an organization involves there attitude : a sense if identification with the organizations goals, a feeling of involvement in organizational duties and a feeling of loyalty for the organization.” The commitment of the organization is a loyal attitude towards the employees in order to create an improvement on employees in organization environment and to contribute in it as well. The most important thing on job commitment is to reach the target of the organization to be a group plans to achieve the target together in which this can be as the effect of the employees’ spirit. Can be actually known that commitment affects towards the employees’ work quality and organization so that this is a very important thing for every manager to grow the commitment to each employee. Robbins explains that organization commitment shows an attitude condition of the employee which is very loyal to the organization and in togetherness to achieve the self and organization goal. The higher the commitment of every employee to their work will support their success including the organization in the work. Commitment of every employee will affect towards themselves and the organization as shown below:

Table 1

Level of Commitment	Individual	Organization
Low	<ul style="list-style-type: none"> - Individual creativity, innovation and originality - More effective human resources utilization 	<ul style="list-style-type: none"> - Turnover disrupyive/poor performing employees, limiting damage, increasing morale, training in replacement - Whistle-blowing with beneficial consequence for the organization
Moderate	<ul style="list-style-type: none"> - Enhanced feelings of belongingness, security, efficiency, loyalty and duty. - Creative individualism maintenance of identity distinct from organization. 	<ul style="list-style-type: none"> - Increased employee tenure, limited intention to quit, limited turnover and greater job satisfaction. - Secure and stable work force
High	<ul style="list-style-type: none"> - Individual carrier advancement and compensation enhanced. - Behavior is rewarded by the organization - Individual provided with a passion persuit 	<ul style="list-style-type: none"> - Employees accept the organizations demands for greater production - High levels of task competition and performance - Organizational goals can be met.

Source: John M. Ivancevich and Keith Davis, 2000.

JOB MOTIVATION:

Job motivation of the employees is a very important thing in which the job motivation of every employee should be improved continously in order to create a good work as the main goal the organization itself. Self and organization success is one which is influenced by the good motivation of the employees in the organization ad the doers of whole activities. Simply, motivation is defined as a push from inside attitude of someone to run their work which aims to ahieve sel and organizational goal. Job motivation is a employees and organization’s necessity in which this motivation will create a maximal work to themselves and organization by giving supports of work to the employees.

The role of manager is very necessary to guide and intruct the whole activities in the organization done by every employee in the organization. Richard M. Steers and Lynon W. Poster in Hamid (2003) stated that motivation is a necessity which comes as the cause of relation among human in the process of the production. Then, Sedarmayanti (2000) defines that motivation is a condition of mental which support all activities and energize which leads to the achievement of necessity and to give a satisfaction. Job motivation is a condition which is there in every employee which can give effect to raise, instruct and keep the behavior dealing with the work place from the attitude of an employee in facing the work situation (Dessler, 2000). Maslow (Stephen P. Robbins, 2000) explains a theory about motivation which states that someone is going to improve their motivation to do activities to fulfil the employees and organization’s necessity so that each of the willing can be achieved. Antoni (2006) explains that giving supports is a one of the very important thing that shoiuld be done in improving the employees’ spirit in order to reach what is needed by the management. Motivation is a process in which necessity pushes someone to do activities which leads to the goal. (Munandar, 2001). Rivai (2009) stated that motivation is a set of attitudes and values that influence someone to reach a specific thing concerned to the self and organization’s goal.

David MC. Clelland (in Stephen P. Robbins, 2001) stated that tehre are three human’s needs:

- a. A need to achieve, a push to be the upper and more prestigous than others.
- b. A need of power, a need to make others behave not like the did before.
- c. A need to affiliate, a desire to connect with others in warmth.

WORK:

There are some definitions of work: productive, output and achievements in the organization. All the activities in the organization are to reach the productivity of the employees and the organization as the dream of the employees and organization itself. A success of manager in a company can show the increase of work quality year by year because this is an indicator to explain their success in leading the company. The position of a

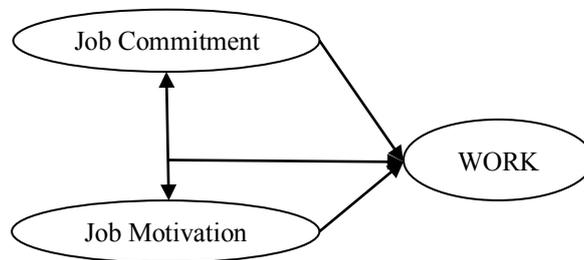
manager will be decided by their ability in managing the whole resources in the company to create the output that the company made. Work is the achievement of the employees and the organization as well which can be achieved in the activities of the organization as a final of work and responsibility of the employees in the company. Maryoto (2000) defines that work is a result along the period which is compared to any possibilities like: standard, target or goal of the criteria decided together.

Anggakara (2010) also stated that work comprises variables dealing with input, behavior (process), output and outcome. Then, Siagian (2003) stated that work is a concept which is universal that is the operational effect in the organization, part of organization and a project based on the criteria applied. Work is a good employees' work result seen from quality and quantity based on the standard decided. (Istiningsih in Sriwidodo and Haryanto, 2008). Work is a top result done or not done by the employees. (Mathis da Jackson, 2006)

THE THEORY OF LITERATURE:

The theory of literature is arranged to ease in understanding the problems in order to give directions to analyze the problems and solve them. Company or organization must always care the commitment and motivation of the employees in order to create comfortable work condition in order to produce good work of the employees. Job motivation is a strong support which can influence the employees to work well. Then, strong job commitment had by the employees will give much contribution to the organization to reach the goal decided. The employees' work is the result of the activity process in periods which must be reached by the organization leader as the indicator of their leading success. Work must be assessed by the organization leader as the basis to evaluate the works run. Based on the background, problems of study and the theories, it can be described as below:

Picture 1: The Effect Of Commitment And Motivation Of Job Towards Work



HYPOTHESIS:

- a. There is an effect of job commitment towards work at the office of Health Department in Langkat Regency.
- b. There is an effect of job motivation towards work at the office of Health Department in Langkat Regency.
- c. There is an effect of job commitment and motivation towards work at the office of Health Department in Langkat Regency.

PREVIOUS RESEARCH:

The Writer	Title	Research Variable	Explanation
Gusti Ayu Riska Riyanti and I Gde Adnyana Sudibya, 2012	The effect of motivation and competency towards the employees' work	There is an effect of job motivation towards employees' work	Job motivation has an effect towards employees' work
Gagne, Marylene and Edward L, 2005	Self Determination Theory and Work Motivation	Examining the theories of motivation and productivity of work	In and out Job motivation affect to the productivity of work.
Made Widayarsi	The relationship between the attitude and achievements of the employees.	Job motivation and work	There is a relationship between job motivation and work
M. Rangga WK-Prima naomi, 2010	The effect of self motivation towards the students' learning	Leadership style, organizational communication and motivation towards the employees' work	There is an effect of leadership style, communication and motivation towards the employees' work.
Arif Sehfudin, 2011	the effect of motivation towards the employees' work	Job motivation, work	There is a relationship between job motivation and work

The Writer	Title	Research Variable	Explanation
Harry Murti, Veronika Agustini, Srimulyani, 2013	The effect of cultures of organization towards motivation and work	Cultures of organization, motivation and satisfaction of work	There is a relationship between motivation and satisfaction of work
Koesmono, 2005prabu, 2005	The effect of motivation towards the satisfaction of work	Motivation and satisfaction of work	There is a relationship between motivation and satisfaction of work.
Muljilani, 2002	Compensation as the motivator to improve the work	Motivation and work	There is a relationship between motivation and work

RESEARCH METHODOLOGY:

THE OBJECT OF THE RESEARCH:

In this research, the object is at the office of Health Department in Langkat Regency by analyzing the variable of job commitment and job motivation towards the employees’ work in the organization. Variable of job commitment and job motivation are the exogen variables meanwhile work is the endogen variable. This research is a research on the human resourses at the office of Health Department in Langkat Regency. The data received is the primary data which is collected by the researcher by giving questionnaires to the employees at the office of Health Department in Langkat Regency.

POPULATION AND SAMPLE:

The population in this research is all the employees at the office of Health Department in Langkat Regency. The total number is 61 people as details:

Table 2: The Data Of The Population And Sample

No	Work Position	Number
1	Administration	18
2	Society Health	10
3	P2P - PL	10
4	Yankes	13
5	PKM	10
Total		61

Source: Health Department of Langkat Regency, 2012

All the employees at Health Department of Langkat Regency are made as the unit of analysis total 61 people.

THE PROCEDURE OF COLLECTING DATA:

In collecting the data, the writer did the strategy as follows:

1. Observation, collecting data based on direct analysis to the object
2. Interview, doing the direct discussion to the respondents.
3. Questionnaires, giving questions arranged
4. Research of Literature, visiting the library to look for literatures to support this research.

TECHNIQUE OF COLLECTING DATA:

In collecting the data, the writer used the instrument called questionnaires which contained questions arranged by the writer by prepariong 5 scales of likert.

The alternative answer or questionnaires are:

1. Do agree with score 5.
2. Agree with score 4.
3. Agree less with score 3.
4. Do not agree with score 2.
5. Do not really agree with score 1.

VALIDITY AND RELIABILITY TEST:

Validity test is to explain how an instrument shows something which become the object of the research. (Uma Sekaran, 2000). Validity test in this research was done by connectiong or correlate the score of every item with the total score of every variable. Then, reliability test was done which is to find out whether the tools of collecting data used to show the level of exaction and accuracy. This is used to show the particular phenomenon on a group of people in different time. Reliability test was done towards the valid question to show how far the result of measurement stay consistent if it is also done to the same phenomenon in different time.

METHOD OF ANALYSIS:

Survey method was applied in this research whic is to collect all the data from respondents by using questionaires arranged tidily organizationally. Survey method helped the writer analyze the relationship between independent variable and dependent variable. Analysis tool used in this research wasnon-linear regressive analysis which can be the answer to the problems. Mathematiccally, the relationship betwen job commitment and job motivation is as below:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \epsilon$$

Where:

Y : Work

X1:Job Commitment

X2: Job Motivation

ϵ :Disturbing Variable

β_0 : Constanta

β_1 and β_2 : Coeficient of Estimation Model

The effect between independent variable and dependent variable was examined with $\alpha = 0.05$ (5%) with hypothesis criteria as follows:

$H_0 : \beta_1 = \beta_2 = 0$

$H_a : \text{One } \beta \text{ minimal does not equal to zero}$

Then, to examine whether the hypothesis is accepted orrejected, F test was applied as follows:

$$F = \frac{\text{Meansquare Regression} \quad EDD/(k-1)}{\text{Meansquare Error} \quad \text{RSS}/(n-1)}$$

Then, if $F_{\text{observed}} < F_{\text{table}}$, so H_0 is accepted and H_1 is rejected and if $F_{\text{observed}} > F_{\text{table}}$, H_0 is rejected and H_1 is accepted.

For the partial test, the method used is below:

$H_0 = \beta = 0$, there is no effect between independent variable and dependent variable

$H_1 = \beta_i > 0$, there is an effect between independent variable and dependent variable

$$t_{\text{hitung}} = \frac{b_i}{S b_i}$$

THE OPERATION OF THE VARIABLE:

Variable	Definition	Indicator	Scale
Job Commitment (X1)	Job commitment is an attitude and behavior done by a teacher in doing their duty and responsibility well individually or collectively.	1. Professional material 2. Professional methodology 3. Professional social 4. Professional management	Likert
Job Motivation (X2)	Motivation is push that the teachers have and the willings from inside to reach the needs in the future	1. Willing to live 2. Willing to have positions 3. Willing to have power 4. Willing to be recognized	Likert
Work (Y)	Work is the employees' ability to reach the expected work result by the the organization	1. To reach the achievements of work 2. Level of the work result 3. The work quality	Likert

**ANALYSIS RESULT:
DESCRIPTIVE ANALYSIS:**

Then the data received in the field was analyzed by using descriptive analysis to show the highest score, average, the lowest score and the deviation standard of every observed variable based on the hypothesis. The result of the descriptive analysis can be explained in this table below;

Table 3: Descriptive Data Analysis

	N	Minimum	Maximum	Mean	Deviation Standard
X1	61	36	44	40.11	22.042
X2	61	36	45	40.20	2.112
Y	61	37	44	40.54	1.813
Valid N (listwise)	61				

Source: Analysis result

From this analysis, can be conclude that the average of variable X1 is 40.11 and the highest is 44, the lowest is 36, and deviation standard is also the lowest 2.042

So, can be concluded that job commitment has the less effect than job motivation towards the employees' work.

DETERMINATION COEFFICIENT (R²):

Next, the determination test was applied to measure how far the capability of the model in expalining the effect between the independent variable and the dependent variable as explained below:

Table 4: Test of Determination Coefficient

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.690	.476	.458	1.335	1.502

Source: Analysis Result

Based on the data analysis on the table 4, explained that R² = 47.6% which showed the independent variable namely job commitment and job motivation affect the work for 47.6% meanwhile the rest 52.4% is influenced by other factors.

UNISON TEST (F TEST):

To examine the effect between independent variable namely job commitment and job motivation towards the dependent variable namely the employees' work so it was done based on the F test.

If F_{observed} > F_{table} so H₀ is rejected and if F_{observed} < F_{table} so H₁ is accepted.

Next, the unison test result can seen below:

Table 5: Unison Test (F test)

Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	93.795	2	46.897	26.318	,000
Residual	103.353	58	1.782		
Total	197.148	60			

Source: Data Analysis

Based on the analysis above expained on the table 5 above, it can be drawn that F_{observed} = 26.318 and F_{table} = 3.16 so F_{observed} > F_{table} so that the commitment and motivation variable all together affect the employees' work.

PARTIAL TEST (T-TEST):

Then there was a test of independent variable toward dependent variable to see the effect of every independent variable towards the dependent variable. To see how big the effect of every independent variable towards

dependent variable can be seen by comparing $t_{observed}$ and t_{table} . If $t_{observed} < t_{table}$ so H_0 is accepted or H_1 is rejected and next If $t_{observed} > t_{table}$ so H_0 is rejected and H_1 is accepted.

Next, the data analysis of the effect of independent variable partially towards dependent variable is explained below:

Table 6: Partial Test (t-test)

Model	Unstandardized Coefficient		Standardized Coefficient	T	Sig.
	B	Std. Error	Beta		
Constant	15.17	3.939		3.863	.000
X1	.074	.094	.083	.786	.435
X2	.558	.091	0.650	6.152	.000

Source: Data Analysis

On the table 6, explained that constanta 15.17 and the coefficient for each 0.074 for variable X1 namely Commitment and 0.558 for variable X2 namely Job motivation.

The regression model can be formulated as below:

$$Y = 15.17 + 0.074X1 + 0.558 X2 + \epsilon$$

Where:

X1 : Job Commitment

X2 : Job Motivation

Y : Work

Based on the linear regression model can be explained as follow:

1. Equals 0.074 so the work will raise 0.074 and the other variables are constant.
2. The coefficient of the Job motivation variable 0.558 means that if the job motivation. 0.558 so the work will increase 0.558 and the other variables are constant.
3. Job commitment affects hugely towards the emplotees' work where $t_{observed}$ 6.152 bigger than t_{table} or $6.152 > 2.92$.
4. Job motivation affects hugely towards the employees's work where $t_{observed}$ 6.152 bigger than t_{table} or $6.152 > 2.92$.

CONCLUSION:

1. Job commitment affects a little towards the work, this is expained with $t_{observed}$ 0.786 smaller than t_{table} 2.92
2. Job motivation affects hugely towards work, this is explained with $t_{observed}$ 6.152 bigger than t_{table} 2.92
3. Job commitment and motivation all together have effects towards work where detemination coefficient (R^2) 0.476

SUGGESTION:

- a. The head of the Health Department of Langkat regency needs to give instructions to all the employees to have job commitment so that the society can be served by them.
- b. This can be a guide for other researchers in speading the science.

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