

Analysis of Compliance, Competency and Motivation Factors on the Performance of Employees at Undaan Eye Hospital Surabaya

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ABSTRACT

A hospital is a complex service organization that requires human resources as workers to help the company's activities run smoothly. Good performance is influenced by employee competence, satisfaction and motivation. This type of research was given to 112 respondents. Based on the research results, there is a positive influence on performance from competency of 0.671, compliance of 0.167 and motivation of 0.079. The results of the coefficient of determination (R Square) of 0.790 show that the performance of Undaan Eye Hospital employees is influenced by fulfillment, competence and motivation by 79% while the remaining 21% is from other factors. It was concluded that the factors of satisfaction, competence and motivation had a significant influence.

Keywords: competence, compliance, motivation, performance

Received September 7, 2025; Revised October 12, 2025; Accepted November 14, 2025



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BACKGROUND

Employee performance is defined as the result of work achieved based on job responsibilities. Several factors influence performance, including compliance with rules and policies, employee competence, and work motivation. Inconsistent attendance, lack of thoroughness, low responsibility, and inability to handle workload are indicators of weak performance. Hospital employees require adequate motivation and competency to achieve optimal performance outcomes. This study aims to analyze the influence of compliance, competence, and motivation on employee performance at Undaan Eye Hospital Surabaya.

METHODS

Research Design

This research uses a quantitative analytic design.

Population and Sampling

- Population: all employees of Undaan Eye Hospital Surabaya.
- Sample size: 112 respondents.
- Sampling technique: simple random sampling.

Data Collection

Data were collected using a structured questionnaire consisting of compliance, competence, motivation, and performance measurement indicators.

Data Analysis

Data were analyzed using Multiple Linear Regression to determine partial and simultaneous effects of independent variables on performance.

RESULTS

There is a positive influence on performance, namely: compliance (0.167), competence (0.601) and motivation (0.079) with a significance value of $0.001 < 0.05$. Employee performance is influenced by compliance, competency and motivation factors by 79% and 21% is influenced by other factors. There is a positive influence of competence of 0.601 on the performance of employees at Undaan Eye Hospital, Surabaya. There is a positive influence of motivation of 0.079 on the performance of employees at Undaan Eye Hospital, Surabaya. Based on the results of the F test, it shows a significance of <0.001 that Compliance, Competence and Motivation simultaneously (together) have a significant influence on the performance of Eye Hospital employees. The results of the coefficient of determination (R Square) of 0.790 show that the performance of Undaan Eye Hospital employees is influenced by compliance, competence and motivation by 79% while the remaining 21% is from other factor.

DISCUSSION

Results show that the overall performance score (3.43) falls into the "very good" category, indicating strong employee performance at the institution. Compliance (mean 3.32) is categorized as very good and positively influences performance, showing that adherence to rules enhances productivity. Competence (mean 3.45) also falls into the very good category and has the strongest influence among variables, suggesting that employee skill mastery is the most dominant predictor of performance. Motivation (mean 3.19) is categorized as good and contributes positively, demonstrating that motivated employees perform better.

CONCLUSION

Compliance, competence, and motivation have significant positive effects on employee performance at Undaan Eye Hospital Surabaya. Competence is the most dominant factor in determining performance outcomes.

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