

THE RELATIONSHIP BETWEEN DISCIPLINE AND MOTIVATION WITH HEALTH WORKER PERFORMANCE

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ABSTRACT

Health workers as one of the health workers in hospitals play an important role in efforts to achieve health development goals. Performance is the result of carrying out a job, both physical and non-physical. Discipline is very important for organizational growth and is used to motivate employees to be able to discipline themselves in carrying out individual or group tasks. The purpose of this study was to determine the relationship between discipline and motivation with health workers.

This type of research is quantitative analysis with a cross sectional approach. The population in this study was 130 respondents, the sample required was 57 respondents, using a random sampling technique. The instrument in this study was distributing questionnaires in the form of questionnaires.

Of the 33 respondents there were good health workers with positive discipline as many as 25 respondents (43.9%), out of 8 respondents (14.0%) there were less health workers with positive discipline p value $0.911 > 0.05$ meaning there was no relationship between the two variables . Of the 37 respondents there were good health workers with positive motivation as many as 31 respondents (54.4%), out of 6 respondents (10.5%) less health workers with positive motivation p value $0.041 < 0.05$ means there is a relationship between the two variables. From the results of the logistic regression test, the variable that influences health workers is motivation $\text{Exp (B)} = 4.227$.

The conclusion of this study is that there is no relationship between discipline and health workers and there is a relationship between motivation and health workers.

Keywords: discipline, motivation, health workers

INTRODUCTION

Discipline is something that becomes a benchmark to find out whether the role of a manager or leader as a whole can be carried out properly or not. Discipline is also a form of employee self-control and regular implementation in showing the level of seriousness of employee work in a company or organization, where employees who do not comply with the regulations set by the company will receive sanctions. Therefore this disciplinary action cannot be applied haphazardly, so it requires wise consideration

Discipline at work is the hope and desire of all parties, not only from companies that want to achieve profits and progress but also by society in general, especially in

hospital services which really need determination and speed in handling patients. Therefore Health Officers as the spearhead in providing services to patients are expected to always have high work discipline and work with full responsibility.

Health workers as one of the important assets in the implementation of health facilities have a very important role, apart from being paramedics to treat patients. Because of these very important tasks, Health Officers should have work discipline and high motivation. For example, about work discipline associated with risks that may occur. For health workers who are not disciplined, delay in treating patients (even a matter of seconds) will greatly endanger the safety of the patient's life, while as an example the motivation contained in health workers influences to encourage health workers to improve the quality of work so that good performance is achieved. 3

Motivation is a very important thing for the company to pay attention to if it wants every employee to be able to make a positive contribution to achieving company goals, because with motivation an employee will have high enthusiasm in carrying out his duties and responsibilities. The importance of motivation is that which causes, distributes, and supports human behavior so that they want to work hard and enthusiastically to achieve optimal results

The work motivation of health workers can be seen from the data in the staffing section, namely the list of work attendance that often arrives late, does not attend morning assembly, incomplete patient status reports and delays in returning patient clinical status records. Health workers are also influenced by hospital organizational factors concerning work responsibility and supervision, attendance, work plans or schedules as well as the existence of social factors, so that patients feel dissatisfied with the services provided.

Basically performance is an individual thing, because each employee has a different level of ability in carrying out their duties. Performance depends on a combination of ability, effort, and opportunity. This means that performance cannot be assessed at the same time but within a certain period of time

The performance of implementing Health Officers is a major factor in determining the success of services in hospitals. Health workers are actually the same as work performance in corporate organizations. Health workers want their performance to be measured based on objective standards that are open and can be communicated. If Health Workers are cared for and given high appreciation, they will be more motivated to achieve higher achievements. The performance of health workers is the activity of health workers in implementing their authority, duties and responsibilities as well as possible in order to achieve the objectives of the main duties of the profession and the realization of quality care for health workers.

The development of progress in society requires the performance of a health worker (paramedic) to be able to work better in providing services directly to the

community. In KEMENPAN Number 25 of 2004 concerning general guidelines for compiling the community satisfaction index for government agency service units, there are fourteen indicators that are relevant, valid and reliable, as elements of excellent service and greatly influence the level of community satisfaction with services in the service sector, namely, service procedures service requirements, officer clarity, officer discipline, officer responsibility, officer ability, speed of service, fairness in getting service, courtesy and friendliness of staff, fairness of costs, certainty of costs, certainty of service schedules, environmental comfort and service security.

The results of research conducted by Novita P.Mardianto (2016), entitled the relationship between discipline and motivation with health workers at Kotaa Kotamobogu Hospital. This research method uses a cross sectional study approach. The study population was health workers at Kotamobogu City Hospital. Sampling used total sampling, and obtained 56 health workers as samples. The independent (independent) variables are discipline and motivation, the dependent variable is the health worker. Data were collected and analyzed using the chi square test with a result of 0.05. Results 40 respondents with less discipline, there were 28 respondents (82.4%) had poor performance and 12 respondents (54.5%) had good performance. Meanwhile, from 16 respondents with good discipline, there were 6 respondents (17, 6%) with less performance and 10 respondents (45.5%) have good performance. The conclusion of this study, it can be said that there is no strong correlation between discipline and health workers. 6

In addition, research conducted by A.Haerul Agus. M (2014), entitled the relationship between work motivation and health workers at Sinjai Hospital. This research method uses cross sectional study. The research population is health workers at Sinjai Hospital. Sampling used random sampling, and obtained 39 health workers as samples. The independent variable (independent) is work motivation, the dependent variable is health workers. Data were collected and analyzed using the fisher's exact test 0.05. The results showed that of the 29 respondents who lacked work motivation, 15 respondents (67.6%) had poor performance and 11 respondents (27.3%) had good performance. Meanwhile, out of 24 respondents who had good work motivation, 18 respondents (32.4%) had poor performance and the remaining 6 respondents (72, 7%) has good performance. This means that there is a relationship between motivation and health workers, because health workers with good work motivation have a 5.576% chance of having good performance than those with poor work motivation.

Based on the results of an initial preliminary study conducted at the Sindangbarang Health Center in Bogor City on October 8 2021 – July 28 2022, out of 10 respondents, 8 respondents said that providing care to health workers was not in accordance with the SOP and 2 of them were in accordance with the SOP. Of the 8 re-

spondents who did not comply with the SOP, 5 of them followed hospital regulations and carried out their work according to their roles and often received support or praise from colleagues and superiors. Whereas 2 respondents who provided care to health workers in accordance with the SOP always obeyed the rules even though they did not receive praise from colleagues or superiors. Based on the description above, the researcher is interested in conducting research with the title "The Relationship Between Discipline and Motivation with Health Workers".

RESEARCH METHOD

This study used quantitative analysis with a cross-sectional design, while the sample of this study used a sampling technique (random sampling) with a data collection tool in the form of a questionnaire instrument and the statistical test used was the Chi-Square test. The sample and population of this study were health workers at the Sindangbarang Health Center. This research was carried out on October 8 2021 – July 28 2022, which was carried out at the Sindangbarang Health Center.

RESEARCH RESULTS

Table 1. Discipline frequency distribution

No	Discipline	Frequency	Percentage (%)
1	Positive	33	57.9
2	Negative	24	42.1
Total		57	100.0

Based on table 1. Discipline Frequency Distribution of Health Officers shows the results of 57 respondents with a positive category of discipline as many as 33 respondents (57.9%).

Table 2. Frequency Distribution of Health Workers' Motivation

No	Motivation	Frequency	Percentage (%)
1	Positive	37	64.9
2	Negative	20	35.1
	Total	57	100.0

Based on table 2. The distribution of the frequency of motivation of health workers shows the results of 57 respondents with a positive motivation category of 37 respondents (64.9%).

Table 3 Frequency Distribution of Health Officers

No	Health workers	Frequency	Percentage (%)
1	Good Performance	42	64.9
2	Less Performance	15	35.1
	Total	57	100.0

Based on table 3 Frequency Distribution of Health Officers shows the results of 57 respondents as many as 42 respondents (73.7%) with Health Officers in the good performance category.

Table 4 Relationship between Discipline and Health Worker Performance

Health workers					
Discipline	Good Performance	Performance Not enough	Amount (n)	OR (95% CI)	<i>P Value</i>
				1,287 (0.393-4.216)	0911
Positive	43.9 %	14.0 %	57.9 %		
Negative	12.3 %	12.3 %	42.1 %		
Total	73.7 %	26.3 %	100.0%		

Based on table 4 the results of the analysis of the relationship between discipline and health workers, it is known that out of 57 respondents, 33 respondents had positive discipline with good performance as many as 25 respondents (43.9%). The results of the analysis of the relationship between discipline and health workers, with a total of 57 respondents, bivariate analysis with the chi-square test, showed a p value of 0.911 so that the p value > 0.05, then H_a was rejected and H_o was accepted, which means there is no relationship between discipline and health workers . And the results of the analysis also obtained an Odd Ratio (OR) value of 1,287 meaning that positive

discipline will have the opportunity to influence Health Workers in the good category by 1 time compared to negative discipline.

Table 5. Relationship between Motivation and Performance

Health workers						
Motiva- tion	Good Per- formance	Less Perfor- mance	Amount (n)		OR(95% CI) 4,227 (1.222- 14.623)	<i>P Val- ue</i> 0.041
Positive	54.4 %	10.5 %	37	64.9 %		
Negative	19.3 %	15.8 %	20	35.1 %		
Total	73.7 %	26.3 %		100.0%		

Based on table 5 the results of the analysis of the relationship between motivation and health workers, it is known that out of 57 respondents, 37 respondents in the positive category motivation with good health workers were 31 respondents (54.4%). The results of the analysis of the relationship between motivation and health workers, with a total of 57 respondents, bivariate analysis with the chi-square test, showed that the result is p value = 0.041 so that the p value <0.05, then Ho is rejected and Ha is accepted, which means there is a relationship between motivation and health workers . And the results of the analysis also obtained an Odd Ratio (OR) value of 4,227 meaning that there is no positive motivation that will have the opportunity to influence Health Workers in the less category by 4 times compared to the presence of negative motivation.

Table 6. Multivariate Modeling of Relationships Between Motivations with Health Officers

No	Variable	B	Wald	p-value	OR (95%CI)
1	Motivation	1,435	5.126	0.041	4,227

Based on table 6, the results of the multivariate analysis show that the variable that is significantly related to health workers is motivation. The result of the analysis (OR) is 4,227. From the results of the logistic regression test, it was found that the motivation variable with a p-value of 0.041 <0.25 correlated with health workers.

DISCUSSION

a. Discipline of Health Officers

The results showed that of the 57 respondents, 33 respondents (57.9%) were in the positive category, 24 respondents (42.1%) were in the negative category.

The results of this study are supported by research by Novita P. Mardianto (2016) entitled *The relationship between discipline and motivation with health workers at Kotamobagu City Hospital*. Of the 40 respondents with less discipline, there were 28 respondents (82.4%) having poor performance and 12 respondents (54.5%) having good performance. Meanwhile, from 16 respondents with good discipline, there were 6 respondents (17.6%) with poor performance and 10 respondents (45.5%) who had good performance.⁶

Discipline is a person's behavior in accordance with regulations, existing procedures or discipline is an attitude, behavior, and actions that are in accordance with organizational regulations, both written and unwritten. Good discipline reflects the magnitude of a person's responsibility for the tasks assigned to him.¹¹ Positive discipline means discipline that arises from oneself while negative discipline arises because of coercion, orders and punishments as well as power.

There are two types of discipline that exist within a person, namely self-discipline and discipline due to coercion from others. For example, self-discipline, namely that which arises with sincerity without the slightest coercion, then discipline because of coercion by others, namely someone who does it because of fear of punishment if he violates it. Many factors influence discipline including internal factors such as abilities, talents, attention to motivation, physical health and ways of

working. While external factors such as a comfortable work environment, adequate work equipment, peer support and family and community support.

From the results of research at the Sindangbarang Health Center, it showed that the majority of respondents had positive discipline, because 33 health workers carried out all orders/instructions from their superiors. Respondents (57.9%) complied with the rules in force at the hospital, such as arriving on time at the morning call, entering and leaving work according to a predetermined time, giving information if unable to attend as many as 33 respondents (57.9%), carrying out work according to their respective roles 30 (52.6%) completed the work according to the time or hours that had been determined 29 (50.9%). From the results of the existing research, the researcher argues that respondents' perceptions regarding the enforcement of rules in hospitals really trigger the behavior of health workers to instill a high sense of discipline and try not to violate existing rules, namely discipline in time, discipline in enforcing rules, and discipline in attitude.

b. Motivation of Health Workers at the Sindangbarang Health Center

The results showed that from 57 respondents, 37 respondents (64.9%) had positive category motivation, 20 respondents (35.1) had negative motivation.

The results of this study are supported by research conducted by A.Haerul Agus. M (2014). Of the 29 respondents who lacked work motivation, there were 24 respondents who had good work motivation, 18 respondents (32.4%) had poor performance and the remaining 6 respondents (72.7%) had good performance.⁷

Motivation is a condition or energy that moves employees towards or is aimed at achieving organizational goals.¹⁵High motivation to achieve organizational goals is leadership and appreciation, effective leadership is very important so that an organization can operate efficiently and fulfill its mission and the need for self-esteem includes the need to achieve self-confidence and achievement. There are two types of motivation, namely negative motivation, which means that managers motivate subordinates by giving prizes to those who excel above the standard performance, while negative motivation means motivating subordinates with standards, they will receive punishment if they violate them.

In the motivational method there is direct motivation which means material motivation such as the provision of salaries and benefits & non-material such as support from colleagues as given directly to each individual employee to meet their needs and satisfaction and indirect motivation in the form of fulfilling facilities that support and support enthusiasm work / smooth tasks so that employees feel at home and enthusiastic about doing their jobs, for example a safe and comfortable work environment. Influenced by two factors, namely leadership, effective leadership begins with an understanding of the various responsibilities and how the peo-

ple in it work together and reward, the need for self-esteem includes the need to achieve self-confidence and achievement.⁴

The results of research at the Sindangbarang Health Center show that the majority of motivation is positive, because 37 respondents (64.9%) Health Workers feel comfortable with the current work environment. 4%), health workers who achieved awards from hospital management 39 respondents (68.4%). From the results of the existing research, researchers argue that if the work environment is adequate to make health workers feel comfortable and safe and receive the formal training needed by health workers to develop their health workers, then work results that are appreciated by superiors by giving gifts and compensation trigger a high sense of motivation within themselves. Health workers.

c. Health workers

The results of the study showed that from 57 respondents, 42 respondents (73.7%) with Health Officers in the good performance category, as many as 15 respondents (32.1) with Health Officers in the poor category.

The results of this study are supported by research by Novita P.Mardianto (2016) entitled The relationship between discipline and motivation with health workers at Kotamobogu City Hospital. Of the 40 respondents with less discipline, there were 28 respondents (82.4%) having poor performance and 12 respondents (54.5%) having good performance. Meanwhile, from 16 respondents with good discipline, there were 6 respondents (17.6%) with poor performance and 10 respondents (45.5%) who had good performance.⁶

Performance is the result or level of a person as a whole during a certain period in carrying out tasks compared to various possibilities, such as standard work results, targets or goals or criteria that have been determined in advance and have been mutually agreed upon.¹¹ Good performance means doing the assigned tasks in a timely manner and following the rules and procedures that apply in the workplace, while poor performance means not doing the assigned tasks in a timely manner and not following the procedural rules that apply in the workplace.

Each health worker has competencies that can be measured to assess the ability of the health worker, including being ready to serve, namely serving wholeheartedly the tasks that have been given to patients, discipline, namely the behavior of a person in accordance with procedures, commitment, namely a condition where a person makes an agreement (attachment)), both to oneself and to others, cooperation, namely how health workers can carry out teamwork so that maximum results are created. That way there are factors that influence health workers including internal factors that come from within including ability, motivation and discipline while

external factors are from outsiders such as the environment, parents, supervision and leadership style.

From the results of research at the Sindangbarang Health Center, it showed that the majority of respondents with good performance were due to doing the assignments given on time by 48 respondents (84.2%), following the rules and procedures that apply in the workplace 51 respondents (89.5%), Health Officers in accordance with SOP that applies 51 respondents (89.5%). From the results of the existing research, researchers argue that the attitude of responsibility that underlies health workers is obedient to the applicable work rules so that good performance is created in the hospital.

d. Disciplinary Relations with Health Workers

Statistical test results obtained p value 0.911 which means the p value > 0.05 so the null hypothesis (H_0) is accepted and the alternative hypothesis (H_a) is rejected. So there is no relationship between discipline and health workers.

The results of this study are supported by research by Novita P. Mardianto (2016) entitled The relationship between discipline and motivation with health workers at Kotamobagu City Hospital. Of the 40 respondents with less discipline, there were 28 respondents (82.4%) having poor performance and 12 respondents (54.5%) having good performance. Meanwhile, from 16 respondents with good discipline, there were 6 respondents (17.6%) with poor performance and 10 respondents (45.5%) who had good performance. Chi square test results yield a p value of 0.052 $\alpha = 0.05$ ($p > \alpha$) which means there is no relationship between discipline and health workers.⁶

Discipline is a person's behavior in accordance with regulations, existing procedures or discipline is an attitude, behavior, and actions that are in accordance with organizational regulations, both written and unwritten. Good discipline reflects the magnitude of a person's responsibility for the tasks assigned to him.¹¹

Good discipline reflects the magnitude of a person's responsibility for the tasks assigned to him. This encourages enthusiasm in a person, and the realization of success. But the realization of the success of Health Workers is not only found in one disciplinary factor because it can be seen from the many factors such as intrinsic factors contained within oneself and extrinsic factors such as ability, motivation, supervision and leadership style if one of the influencing factors is not achieved then it is likely to remain the realization of good performance because other factors are interrelated.

In research at the Sindangbarang Health Center, it was shown that the majority of respondents had positive discipline, but discipline and health workers were not related to each other. This is supported by questionnaire data showing positive discipline. As many as 33 respondents (57.9%) positive discipline means self-discipline

while negative discipline arises due to coercion, orders and punishments as well as power. 18 and data were obtained through interviews with Health Officers room because it has become an obligation that must be instilled in health workers to comply with the rules set by the Sindangbarang Health Center and if they violate the health workers will receive the consequences, so that the data obtained is more dominant in positive discipline even though they are not related to each other.

e. Relationship of Motivation with Health Workers

Statistical test results obtained values $p.s$ value = 0.041 which means p value < 0.05 so the null hypothesis (H_0) is rejected and the alternative hypothesis (H_a) is accepted. So there is a relationship between motivation and health workers.

The results of this study are supported by research conducted by A.Haerul Agus. M (2014). Of the 29 respondents who lacked work motivation, 15 respondents (67.6%) had poor performance and 11 respondents (27.3%) had good performance. Meanwhile, of the 24 respondents who had good work motivation, 18 respondents (32.4%) had poor performance and the remaining 6 respondents (72.7%) had good performance. Fisher Exact Test $p.s = a < 0.05$ which means there is a relationship between motivation and health workers at Sinjai Hospital. 7

Motivation is a condition or energy that moves employees towards or is aimed at achieving organizational goals.¹⁵

Factors that affect motivation, namely intrinsic factors are factors that encourage outstanding employees that come from within a person, while extrinsic factors are factors that come from outside which are seen as increasing the performance of an employee including policies and administration, quality control, working conditions such as a comfortable work environment and safe, as well as awards given to health workers who excel. From this description it can be seen that the motivation contained in the health worker will influence to encourage the health worker to improve the quality of work or good performance, so that the goals of the organization are achieved.

In research at the Sindangbarang Health Center, it showed that the majority of positive motivation with good performance, this is supported by questionnaire data showing positive motivation as many as 37 respondents (64.9%) and through interviews with room health workers because health workers have high hopes for realizing dreams at the Sindangbarang Health Center, even though some respondents complained that the salary/incentives could not meet their needs, but if the health worker excels in his work, he will receive an award from the hospital management, so that triggers the health worker to motivate himself to work.

f. Relationship Between Discipline and Motivation with Health Workers

The results of the bivariate selection show that there is a discipline variable with a p value $0.911 > 0.25$ means not included in the candidate and the motivation variable with a p-value of $0.041 < 0.25$ means included in the candidate, then multivariate modeling is carried out by including the motivational variable with an analysis result (OR) of 4.227. From the results of the logistic regression test, it was found that the p value was $0.041 < 0.25$, so it correlated with health workers.

The results of this study are supported by research by Novita P.Mardianto (2016) entitled The relationship between discipline and motivation with health workers at Kotamobogu City Hospital. Of the 40 respondents with less discipline, there were 28 respondents (82.4%) having poor performance and 12 respondents (54.5%) having good performance. Meanwhile, from 16 respondents with good discipline, there were 6 respondents (17.6%) with poor performance and 10 respondents (45.5%) who had good performance. Chi square test results yield a p value of $0.052 \alpha = 0.05$ ($\rho > \alpha$) which means there is no relationship between discipline and health workers⁶

Discipline is a person's behavior in accordance with regulations, existing procedures or discipline is an attitude, behavior, and actions that are in accordance with organizational regulations, both written and unwritten. Good discipline reflects the magnitude of a person's responsibility for the tasks assigned to him.¹¹

Motivation Derived from the Latin word *movere* which means encouragement or giving a driving force that creates enthusiasm for one's work so that someone wants to cooperate, work effectively, and integrate with all their efforts to achieve satisfaction.

Performance is the result or output of a behavioral approach process in management, performance is the quantity or quality of something produced or services provided by someone who does the job.¹²

As Health Officers it is an obligation to always act responsibly, be serious in carrying out their duties and can be trusted so that they can provide maximum service to patients and get awards for work performance that has been carried out well, while there are two factors that influence Health Workers, including intrinsic factors, namely factors originating from oneself that can provide pressure or encouragement to do something persistently to achieve success, which includes leadership, motivation, discipline. While the extrinsic factors are supervision and leadership style.

After controlling for the two independent variables, namely work period and the reward system for the dependent variable, namely health workers, the results obtained are the variable that has the greatest influence on the dependent variable, see from *Exp (B)* for significant variables, the greater the value of *Exp (B)* means

the greater the effect on the dependent variable being analyzed. In this data, it means that the motivational variable that has the greatest influence on health workers, namely Exp (B) is 4,227.

From the results above it has been proven that motivation has a major influence on the quality of work of health workers, this is because there is a big drive from within or outside oneself to do something with maximum achievement.

CONCLUSION

1. Based on the results of the study, it was shown that out of 57 respondents, there were 33 positive discipline respondents with positive category Health Officers of 25 respondents (43.9%) and Health Officers lacking as many as 8 respondents (14.0%). Bivariate analysis with the chi square test, it is known that the significant value shows the result of p value $0.911 > 0.05$ (a). Then H_0 is accepted and H_a is rejected, meaning there is no relationship between discipline and health workers. And the results of the analysis also obtained an OR value of 1,287 meaning that positive discipline will have the opportunity to influence Health Officers in the good category 1 time compared to negative discipline.
2. Based on the results of the study, it was shown that out of 57 respondents, there were 37 respondents with positive motivation, with 31 respondents (54.4%) having good health workers and 6 respondents (10.5%) lacking health workers. Bivariate analysis with the chi square test, it is known that the significant value shows the result of p value $0.041 < 0.05$ (a). Then H_0 is rejected and H_a is accepted, meaning that there is a relationship between motivation and health workers. And the results of the analysis also obtained an OR value of 4,227 meaning that positive motivation will have the opportunity to influence Health Workers in the good category 4 times compared to negative motivation.
3. From the results of the logistic regression test, it was found that the p value was $0.041 < 0.25$, so motivation correlated with health workers.

SUGGESTIONS

1. For science (scientific)
It is hoped that the research results obtained can add references regarding related research and also as a comparison material that will be carried out afterwards.
2. For the Sindangbarang Health Center
Paying more attention to the salary/incentives and the workload of each health worker.
3. For Health Workers

Health workers re-increase support for fellow colleagues. Health workers improve the quality of working time to complete tasks before changing shifts.

4. For Educational Institutions

It is hoped that the results of this research can be useful as information material and as a reference, especially complementary materials in the library which can later be useful for lecturers as material for the learning process and additional knowledge for STIKES WIJAYA HUSADA BOGOR lecturers.

5. For Further Researchers

Future researchers can add variables that are not present in this study.

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