

**DISTRIBUTION MEDICAL FEES TOWARD EMPLOYEE  
PERFORMANCE WITH JOB SATISFACTION AS INTERVENING  
VARIABLE**

**(Case Study in RSUD dr. Abdul Aziz Singkawang City)**

**PENGARUH MOTIVASI INTRINSIK, MOTIVASI EKSTRINSIK DAN  
KEADILAN PROSEDURAL KOMPENSASI DALAM PEMBAGIAN  
JASA MEDIK TERHADAP KINERJA KARYAWAN MELALUI  
KEPUASAN KERJA SEBAGAI VARIABEL INTERVENING**

**(Studi Kasus di RSUD dr. Abdul Aziz Kota Singkawang)**



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**2019**

**THE INFLUENCE OF INTRINSIC MOTIVATION, EXTRINSIC  
MOTIVATION AND PROCEDURAL JUSTICE COMPENSATION IN**

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**UNDERGRADUATE THESIS**

Submitted as a Partial Fulfillment of the Requirement for the Attainment of  
the Bachelor Degree of Economics in International Program of Accounting,  
Faculty of Economic and Business, Universitas Muhammadiyah Yogyakarta



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## **STATEMENT OF ORIGINALITY**

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Yogyakarta, November 13<sup>th</sup> 2019

Adila Durrotul Ghina

## **MOTTO**

“Allah swt. will not change the condition of a people until they change what is in themselves”

(QS. Ar-Ra’d: 11)

“Learn because no one is born with knowledge.”

(Imam Syafi’i)

## **DEDICATION**

Alhamdulillah, My highest gratitude to Allah SWT who has given me the blessings and grace hence I reach this stage, the final stage of my university life. Sholawat and salam are always bestowed to the Prophet Muhammad SAW.

I would to dedicate this undergraduate thesis to my parents, my sister and my brother. Thank you for my father and my mother who always support me and giving me best prayers and love. Thank you for giving the best energy to me. You are my biggest support system. Thank you for my sister, Jihan who always support me and help me in processing data. Thank you for my brother, Khalish who always remind me to always pray and be enthusiasm in doing this thesis.

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## **ABSTRACT**

This research aims to examine and obtain empirical evidence on the influence of intrinsic motivation, extrinsic motivation and procedural justice compensation in distribution medical fees toward employee performance with job satisfaction as intervening variable. The object of this research is RSUD dr. Abdul Aziz in Singkawang City. The subject in this study were doctor, nurse, management staff, and other health worker. Research data was primary data which obtained from questionnaire instruments. There were 156 questionnaires used for data processing in this research. The analysis tool used is structural equation model with AMOS 24. According on the analysis that has been conducted, this research demonstrates that intrinsic motivation doesn't have significant effect on job satisfaction however it has positive significant effect on employee performance, extrinsic motivation has positive significant effect on job satisfaction while it doesn't have significant effect on employee performance, procedural justice compensation has positive significant effect on job satisfaction while doesn't have significant effect on employee performance, and job satisfaction has positive significant effect on employee performance. For the implication, it is expected that RSUD dr. Abdul Aziz can improve services by paying attention to aspects of satisfaction and employee performance and having more transparency in the procedures for distributing medical fees.

**Keywords:** Employee Performance, Extrinsic Motivation, Intrinsic Motivation, Job Satisfaction, Procedural Justice Compensation.

## **PREFACE**

Assalamu'alaikum Warahmatullahi Wabarakatuh

The researcher would like to express his highest gratitude to Allah SWT for blessings, opportunity, health, mercy and help to complete this undergraduate thesis on time. The undergraduate thesis entitled " THE INFLUENCE OF INTRINSIC MOTIVATION, EXTRINSIC MOTIVATION AND PROCEDURAL JUSTICE COMPENSATION IN DISTRIBUTION MEDICAL FEES TOWARD EMPLOYEE PERFORMANCE WITH JOB SATISFACTION AS INTERVENING VARIABLE (Case Study in RSUD dr. Abdul Aziz Singkawang City)" is submitted as a part fulfillment of the requirement for the attainment of the Bachelor's Degree in Faculty of Economics and Business Universitas Muhammadiyah Yogyakarta.

The completion of this thesis cannot be separated from the guidance and support of various parties, therefore in this opportunity the author would like to thank:

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3. Ms. Dra. Arum Indrasari., M.Buss., Ak., CA. as a director of International program of Accounting (IPAcc) who gives the motivation as long as the author complete the study.
4. All the lectures of Faculty Economics and Business in Universitas Muhammadiyah Yogyakarta who give me lots of knowledge and information.
5. My parents, my sister, my brother, also all my friends who always support and motivate me a lot.
6. All parties that have given me support, help, pray and motivation to finish this undergraduate thesis.

The author realizes that this thesis is still far from perfection. Therefore, constructive suggestions and criticisms from the reader are very expected by the author. The author hopes that this thesis can be useful for readers and the author herself.

Yogyakarta, 13<sup>th</sup> November 2019

Author

## LIST OF CONTENTS

TITILE PAGE.....	i
SUPERVISOR APPROVAL .....	ii
EXAMINER APPROVAL PAGE .....	iii
STATEMENT OF ORIGINALITY .....	iv
MOTTO .....	v
DEDICATION .....	vi
ABSTRACT.....	viii
PREFACE .....	ix
LIST OF CONTENTS .....	xi
LIST OF FIGURES .....	xiii
LIST OF TABLE .....	xiv
CHAPTER I INTRODUCTION .....	1
A. Background .....	1
B. Limitation Of Problems .....	10
C. Research Question .....	10
D. Research Objectives .....	11
E. Research Function.....	12
CHAPTER II LITERATURE REVIEW .....	13
A. Theoretical Framework .....	13
B. Previous Research And Hypotheses Development.....	22
C. Research Model .....	29
CHAPTER III RESEARCH METHODS .....	30
A. Research Subject And Object .....	30
B. Data Type.....	30
C. Sampling Techniques .....	30
D. Data Collection Techniques .....	31
E. Operational Definition Of Research Variables .....	31
F. Quality Test Of Instruments And Data .....	33
G. Hypothesis Test And Data Analysis .....	34
CHAPTER IV RESEARCH RESULTS AND DISCUSSION.....	45
A. Overview of Research Object .....	45
B. Quality Test and Data Instrument .....	47
C. Research Result.....	68
D. Discussion .....	84

CHAPTER V CONCLUSION, RECOMMENDATIONS AND LIMITATIONS OF RESEARCH.....	91
A. Conclusion .....	91
B. Suggestion.....	92
C. Limitations .....	92
D. Implication .....	93
REFERENCES .....	94

## LIST OF FIGURES

Figure 2. 1 Research Model .....	29
Figure 3. 1 Research Model .....	37
Figure 4. 1 Exogenous Confirmatory Factor Analysis.....	49
Figure 4. 2 Exogenous Confirmatory Analysis: Extrinsic Motivation.....	52
Figure 4. 3 Eksogen Confirmatory Analysis: Procedural Justice.....	54
Figure 4. 4 Exsogenous Confirmatory Analysis: Job Satisfaction.....	57
Figure 4. 5 Exsogenous Confirmatory Analysis: Employee Performance.....	59
Figure 4. 6 Second Order CFA Model.....	62
Figure 4. 7 Second Order CFA Model.....	65
Figure 4. 8 Structural Model .....	69
Figure 4. 9 Test Model with Interpretation Adding Hyphen Line .....	73

## LIST OF TABLE

Table 3. 1	Latent Variable Equations on Exogenous and Endogenous Construct Variables .....	38
Table 4. 1	Profil of Respondent .....	46
Table 4. 2	Test Result of Descriptive Statistics .....	48
Table 4. 3	Regression Weights : Intrinsic Motivation .....	50
Table 4. 4	Standardized Regression: Intrinsic Motivation.....	51
Table 4. 5	Construction Reliability : Intrinsic Motivation.....	51
Table 4. 6	Regression Weights : Extrinsic Motivation .....	52
Table 4. 7	Standardized Regression: Extrinsic Motivation .....	53
Table 4. 8	Construction Reliability: Extrinsic Motivation.....	54
Table 4. 9	Regression Weights : Procedural Justice .....	55
Table 4. 10	Standardized Regression: Procedural Justice.....	55
Table 4. 11	Construction Reliability : Procedural Justice.....	56
Table 4. 12	Regression Weights : Job Satisfaction.....	57
Table 4. 13	Standardized Regression: Job Satisfaction .....	58
Table 4. 14	Construction Reliability: Job Satisfaction .....	59
Table 4. 15	Regression Weights : Employee Performance.....	60
Table 4. 16	Standardized Regression: Employee Performance .....	60
Table 4. 17	Construction Reliability : Employee Performance .....	61
Table 4. 18	Goodness of Fit Indices .....	62
Table 4. 19	Regression Weight: Second Order.....	63
Table 4. 20	Standardize Regression : Second Order.....	64
Table 4. 21	Goodness of Fit Indices .....	65
Table 4. 22	Regression Weight: Second Order.....	66
Table 4. 23	Standardize Regression : Second Order.....	67
Table 4. 24	Degree of Freedom Calculation .....	68
Table 4. 25	Goodness of Fit : Structural Model.....	69
Table 4. 26	Regression Weight: Structural Model.....	70
Table 4. 27	Standardized Regression: Structural Model .....	71
Table 4. 28	Goodness of Fit: Test Model with Interpretation Adding Hyphen Line .....	73
Table 4. 29	Regression Weights: Full Model .....	77
Table 4. 30	Standardized Regression Weights: Full Model .....	79
Table 4. 31	Result Hypothesis Testing .....	81
Table 4. 32	Testing The Effect of Intervening Variable .....	83