THE INFLUENCE OF THE *LABKESDA* INFORMATION SYSTEM (*SIL*) AND EMPLOYEE WORK MOTIVATION ON EMPLOYEE SERVICE PERFORMANCE AT *UPTD* HEALTH LABORATORY THE SUKABUMI CITY

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ABSTRACT

This research is a type of quantitative research which aims to find out whether there is an influence of the regional health laboratory information system (*SIL*) and employee work motivation on employee performance. The research population consists of employees of the Sukabumi City Health Laboratory *UPTD* and community health center network laboratories, with a population of 40 people. The sample was selected using purposive sampling technique. For data collection, the author used two techniques: primary data and secondary data. Primary data consists of questionnaires, interviews, and participant observation. Secondary data collection takes the form of library research which includes books, scientific writings, journals, documents, and previous studies related to the research problem. Data analysis consists of validity testing, reliability testing, and hypothesis testing. The results of the research show that the Regional Health Lab Information System (*SIL*) has a significant influence on employee performance, with increased *SIL* usage contributing to greater work efficiency and effectiveness. Work motivation also significantly impacts employee performance, where higher levels of motivation lead to better performance. Moreover, the study indicates that both factors, SIL and work motivation, positively interact and complement each other in improving employee performance. The implications of these findings highlight the importance of management attention to the effective implementation of *SIL* and the creation of a motivating work environment to enhance overall employee performance.

Keywords: *SIL, employee work motivation, employee performance*

A. INTRODUCTION

Realizing good governance is a goal desired by the people of Indonesia. The Government of the Republic of Indonesia is committed to achieving this by reforming all aspects of government, including through the use of information technology such as e-government. One proof of the government's commitment is the issuance of the *Peraturan Presiden Nomor 95 Tahun 2018* on Electronic-Based Government System. This policy is to provide a legal basis and framework for the development of a government system that prioritizes the use of information and communication technology. In an era where information is one of the main assets, organizations in various sectors face demands to manage data effectively. Thus e-government emerges as a crucial solution to improve efficiency and ease of decision-making. The system is designed to assist organizations in collecting, storing, managing, and processing information needed to support the decision-making process. The system includes software, hardware, procedures, people and data that work together to provide relevant and timely information.

The implementation of this *Perpres* is expected to accelerate digital transformation in the government sector, so that it can have a positive impact on government, society, and the development of the country as a whole.

To adapt to the characteristics of each region, the local government made a derivative policy of the presidential regulation, including in Sukabumi City, namely the issuance of the *Perda No. 5 Tahun 2020* concerning Electronic-Based Government Systems, which explains that the Sukabumi City Government is committed to developing an electronic-based government system to improve efficiency, transparency, accountability, and better public services.

To achieve optimal performance, a person is driven by a force within that person. This driving force is called motivation. Employee work motivation in an organization cannot be taken lightly, because basically humans are driven by their motivation. Humans can be motivated, among others, by providing what is needed both physically and psychologically. Motivation is a process of a person's first step in taking action, which can result from a lack of needs both physically and psychologically. In other words, motivation is a drive aimed at meeting certain needs or goals.

A medical laboratory is a unique organization that is different from a regular office. In a laboratory, there are strict procedures, specialized equipment, and safety standards that employees must adhere to. This environment demands extra caution and specialized knowledge to perform tasks safely and effectively. In the *Permenkes Nomor 20 Tahun 2022* concerning National Quality Indicators, hereinafter referred to as *INM*, is a standard used to evaluate the achievement of the quality level of health services. *INM* is also one of the important laboratory performance benchmarks to be carried out by all laboratory employees. This indicator provides an overview of the extent to which the laboratory can meet the established quality standards and provide quality services. Compliance with Standard Operating Procedures (SOPs) and National Quality Indicators (*INM*) is closely related to laboratory performance, because SOPs are guidelines for carrying out work tasks in accordance with the functions and performance assessment tools of government institutions based on technical, administrative and

procedural indicators in accordance with work procedures, work procedures and work systems in the work unit concerned. Consistent adherence to SOPs and achievement of targets set in *INM* directly affects overall laboratory performance.

From the evaluation based on the National Quality Indicators, it is still evident that a number of indicators have not reached the set targets as shown in the following table:

Table 1. Achievement of National Quality Indicators in 2023

No.	QUALITY INDICATORS	TARGET	Month											
			Jan	Feb	Mar	Apr	May	June	July	Agt	Sept	Oct	Nov	Dec
1	Patient/Sample/Specimen Identification Compliance	100%	100	100	100	100	0	99.87	94.52	98.62	91.87	86.69	80.89	87.76
2	Hand Hygiene Compliance (HHCP)	85%	88.89	72.73	81.86	80	88.18	81.3	80.37	85.17	85.05	99.63	100	98.76
3	Compliance with the Use of Personal Protective Equipment (PPE)	100%	83.33	95.24	92.59	92.86	92.31	89.31	98.48	100	98.39	98.71	97.31	98.41
4	Critical Results Reporting Compliance	100%	0	0	50	100	33.3	100	0	0	0	100	100	100
5	Incidence of missing samples/specimens	0	0	0	0.54	0	0	0	0	0	0	0	0	0
6	Repetition of Inspection Results	0%	0.22	0.09	0.17	0.35	0.26	1.12	0.18	0.73	0.29	1.18	1.43	0.88
7	Service User Satisfaction	> 76,60						76,1						76,3

Source: *National Quality Indicators UPTD Labkes Year 2023*

From the data above, we can know that from the *INM* target set, there are still several indicators each month that have not been achieved. Thus this is a problem faced by the Sukabumi City Health Laboratory *UPTD.*

Likewise, the real conditions that occur in the *UPTD* Health Laboratory of Sukabumi City in an effort to create optimization of employee performance, it seems that there are still obstacles faced. These performance constraints will be

explained in more detail below, among others:

1) The presentation of information for the *UPTD* Health Laboratory of Sukabumi City for *patients* sometimes requires a long time to create data, this is due to errors in the *LABKESDA* Information System data *entry* system or *SIL*, including the absence of presentation of *patient* reporting based on medical record numbers, so that *patient* identity data is not recorded, this results in officers having to re-ask for identity for the same *patient* every time the patient will conduct an examination.
2) Delays in reporting information on the results of laboratory examinations of *patients* to *stakeholders*, both vertical (health department, ministry) and horizontal or partners such as health centers, cooperating agencies, and other institutions that require quick reports. The delay is mainly in the form of a *database*. This is caused by the un-connectedness of data in a system, where the *SIL* has not been interconnected with the Population and Civil Registry system, so employees have to manually rewrite names, addresses, *NIK*s, and so on, which is quite a lot and takes quite a long time.

From the results of the author's observations regarding indications of non-achievement of the targets described in detail above, the author suspects that these indications are due to the inadequacy of the *LABKESDA* Information System or *SIL*, among others:

1) Data Collection System

The *patient* data collection system at *UPTD Laboratorium Kesehatan Kota Sukabumi*, namely *SIL*, is not interconnected with the Population and Civil Registry Office, so that many data are invalid. For example, as explained above, the name in the *database* is sometimes different, both the full name, Population Identification Number (*NIK*), Family Card Number, domicile and so on.

2) Data Manipulation System

Data manipulation is difficult to do, considering that the recording of *patient* data is still manual. This causes the data manipulation process to be hampered because patient data must be typed manually, detailed and complete. The use of the *SIL* application is still very slow.

Apart from the indications of a lack of *LABKESDA* Information System (*SIL*) that the author has described in detail above, the non-achievement of employee performance targets can also be caused by other factors, including work motivation factors. As a result of direct observations made by the author, the author details indications of decreased work motivation, including the following:

1) Income factor. Incentives for the July-December 2021 period were only paid 10% of the total amount proposed. Meanwhile, incentives for 2022 have not been received until the time of the research.
2) Highly risky work, where the risk factor for contracting diseases is higher than in a normal office. For example, when taking blood with HIV patients, sputum sample examination with drug-resistant TB, the risk of infection is very high.
3) Duty outside of working hours. This usually happens when a patient needs an examination that cannot be postponed.
4) There is no cooperation with *BPJS* for clinical laboratory tests.

5) Reagents are not available as needed.

Arianto's research results (2012) show that motivation affects performance, theresults of the respondents show that the work enthusiasm of civil servants is very high. This is stimulated by the provision of salaries, allowances, pension guarantees, promotions, etc. Zulkarnain's research (2016) shows that motivation affects employee performance at the Regional Office of the Directorate General of Taxes in East Java I. And Nasution & Priangkatara (2022) show that work motivation has a significant influence on the fulfillment of employee performance.

Thus, to create high performance, an organization needs to pay attention to factors that can affect the performance of its employees, including through improving information systems and work motivation, as detailed empirically by the author above. Based on the descriptions that form the background of the author above, the author is interested in taking the title: "The Effect of *LABKESDA* Information System (*SIL*) and Employee Work Motivation on Employee Service Performance at *UPTD Laboratorium Kesehatan Kota Sukabumi*".

B. LITERATURE REVIEW

LABKESDA Information System

LABKESDA Information System (*SIL*) is a system that uses information and communication technology by collecting *patient* data, manipulated and stored, then prepared, so that *patient* information from processed population data can be presented accurately, timely and relevant. The results of this information can be useful both for the organization concerned in making decisions, as well as meeting the needs of other interested parties.

LABKESDA Information System or abbreviated as *SIL* is a patient registration system and patient examination results, which contains patient registration, patient examination types, examination rates, examination results and reporting in the form of both data and graphics. The application consists of:

1) Patient Data:
   - Sender (Doctor/Center Referral or Self Request)
   - Patient Name
   - Patient Age
   - Patient Address
   - Patient's phone number
2) Hematology Examination:
   - Haemoglobin (Hb)
   - Leukocytes (Leu)
   - ESR (ESR)
   - Leukocyte Type Count (Diff)
   - Erythrocytes (Eri)
   - Thrombocytes (Tr)
   - Bleeding Time (BT)
   - Freezing Time (CT)
   - Hematocrit (Ht)
   - Blood Type

3) Urinanalysis:
   - Routine (Protein/Glucose/Bilirubin)
   - Complete {Rutin + Specific gravity, Leukocytes, Nitrite, pH, Ketones, Hb/Ery, Sediment (Cylinder, Leukocytes, Erythrocytes, Epithelium, Crystals)}
   - PPTest (pregnancy test)
   - Narcotest (Amphetamines, Cannabinod/THC, Coccaine, Morphine/Opium, and Benzodiazepine)
4) Faeces Examination:
   - Routine (Consistency, Color, Blood, Amoeba, Leukocytes, Erythrocytes)
   - Worm Eggs
5) Microbiological Examination:
   - BTA (TB)
   - Neiserra Gonorrhoe
   - Malaria / Plasmodium
   - Microfilaria
   - Trichomonas
   - Candida Albicans
   - Skin scraping (fungus)
6) Clinical Chemistry Examination:
   - Fasting Blood Sugar (GDN)
   - Blood Sugar 2 Hours after Meal (2JPP)
   - Real-time Blood Dula (GDS)
   - Ureum
   - Creatinine
   - Uric Acid
   - Cholesterol
   - HDL (High Density Lipid)
   - LDL (Low Density Lipid)
   - Triglycerides
   - Total Bilirubin
   - Bilirubin Direk
   - Protein
   - Albumin
   - Globulin
   - SGPT
   - SGOT
   - Gamma GT
   - Alkaline Phospatase
7) Immunologic examination
   - Widal (Salmonella Typhi O/H, Salmonella Paratyphi A O/H, Salmonella Paratyphi B O/H, Salmonella Paratyphi C O/H)
   - HBSAg (Hepatitis B)
   - IgG & IgM (Dengue)
   - Anti HCV (Hepatitis C)
   - Anti HIV (HIV Aids)

- Rheumatoid Factor (RF)

The data processing process of the *LABKESDA* Information System (*SIL*) in supporting the performance of its employees is as follows:

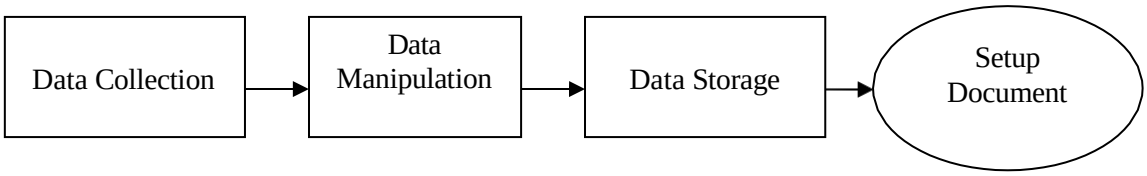

Figure 1. Data Processing Process in Laboratory Information System
Source: SIL UPTD Laboratorium Kesehatan Kota Sukabumi

Explanation:

1) Data Collection
   Data collection was conducted at *UPTD Laboratorium Kesehatan Kota Sukabumi*, namely primary data collection such as name, date of birth, address, referral origin, examination date, *NIK*.
2) Data Manipulation
   Furthermore, data manipulation (*data entry*) is carried out, namely the process of classifying examination requests with the type of examination contained in *SIL*.
3) Data Storage
   Storage of patient examination data stored on storage media in the form of a *database*, all of which can be opened at any time in a *soft file* as needed.
4) Document Preparation
   Documents can be prepared in accordance with the request and at a predetermined time. The document is a formal laboratory printout (letterhead and wet stamp) and is already in an envelope.

Work Motivation

Robins (2015) suggests that motivation is the force that drives people to expend high effort to achieve organizational goals, as long as these goals are aligned with individual needs. Sitorus (in Jintar, 2023) states that work motivation comes from a person's desire, which can arouse enthusiasm and desire and help direct and maintain behavior in order to achieve goals or desires in accordance with the scope of work. Hasibuan (2019) suggests that motivation is what drives people to work together and achieve satisfaction. It provides the excitement and energy needed to work towards a common goal. When motivation is strong, people are driven to be one with their work and efforts. This makes them feel engaged and excited about their work, which leads to satisfaction.

Work motivation factors according to Arep (in Abidin 2017) which states that there are nine motivational factors, of which the nine can be summarized in six factors in outline, namely:

1) Dimensions of Human Needs
   a) Basic Needs (Economic)
   b) Security Needs (Psychological)
   c) Social Needs
2) Compensation Dimensions

a) What salary means to employees
b) Basis for granting salary

3) Dimensions of Communication

Smooth communication is open communication where information flows freely from top to bottom or vice versa.

4) Dimensions of Leadership
   a) Democratic Leadership
   b) Dictatorial or Autocratic Leadership
   c) Paternalistic Leadership
   d) Free Rain Leadership
5) Training Dimensions
   a) Increase motivation.
   b) Improve knowledge, abilities, and skills in carrying out daily tasks.
   c) Increase self-confidence and eliminate low self-esteem
   d) Streamline task execution
   e) Cultivate a positive attitude towards the organization
   f) Increase morale and work passion
   g) Heighten the sense of caring for the organization
   h) Increase mutual respect between employees
   i) Encourage employees to produce their best
   j) Provide encouragement for employees to provide the best service.
6) Achievement Dimension
   a) Progress,
   b) Recognition, and
   c) Responsibility

Employee Performance

According to Effendy (2019), employee performance is the actual work result compared to the work standards set by the company. In the recruitment process, each company will select individuals who meet predetermined criteria to get quality employees who can carry out organizational tasks. Therefore, employee performance is crucial in achieving organizational goals. According to Cromick and Tiffin (in Effendy, 2019), performance can be explained as how effectively and efficiently someone carries out their duties. Factors that determine performance include quantity (the number or results that can be counted), quality (the ability to carry out tasks with few errors, discipline, and accuracy), and time (absenteeism, tardiness, and length of service in a given year).

The dimensions of performance according to Effendy (2019) are:

1. Quality
2. Quantity
3. Timeliness
4. Effectiveness
5. Independence
6. Organizational commitment

Services

According to Sinambela (2019) service is any activity that is profitable in one unit, and offers satisfaction even though the results are not tied to a physical

product. According to Rahmadana (2020) service is an activity or a series of activities that are invisible (not palpable) that occur as a result of interactions between consumers and employees or other things provided by the service provider company which are intended to solve consumer problems.

From these two opinions, the author interprets that according to Sinambela, service is any activity that provides benefits or advantages in a unit, and the aim is to provide satisfaction to consumers. Services are not only limited to physical products, but also include immaterial aspects such as experiences, feelings, and interactions between service providers and consumers. This emphasizes the importance of customer experience and satisfaction in assessing service quality. While Gronroons' opinion emphasizes that service is a series of activities that are abstract or invisible, which occur as a result of interactions between consumers and service providers. It highlights the non-physical aspects of service, such as interaction, communication, or solutions to problems faced by consumers. These interactions play a key role in influencing consumers' perception of service quality. Both views emphasize that service includes not only physical aspects or concrete products, but also immaterial aspects and interactions between service providers and consumers. Service is seen as an effort to fulfill needs, provide solutions, and create a positive experience for consumers. Therefore, it is important for service providers to understand and pay attention to these aspects in providing quality and satisfying services to consumers.

Hypothesis

1. HA1: There is an influence between the *UPTD LABKESDA* Information System (*SIL*) on employee performance at the Sukabumi City Regional Health Laboratory.
2. HA2: There is an influence between employee work motivations on employee performance at the *UPTD* Health Laboratory of Sukabumi City.
3. HA3: There is an influence between the *UPTD LABKESDA* Information System (*SIL*) and work motivation on employee performance at the Sukabumi City Regional Health Laboratory.

C. METHOD

This study used quantitative research methods. The population in this study was all employees at the *UPTD* Health Laboratory of Sukabumi City which included the Head of the Laboratory, Head of Administration, Chemical Analyst, Health Analyst, Environmental Health, and Administrative Executive. This study involved the entire population so that the sample was the same as the population, this study used purposive sampling (Sugiyono, 2020). The data collection techniques used was questionnaire, interviews, participant observation, and literature study. The data analysis technique used consists of validity test, reliability test and hypothesis testing.

D. EXPLANATION

Relationship between Variables

1. Multiple Linear Regression Test

The data analysis method used in this research is regression analysis. This is because the researcher wants to see the effect of the *LABKESDA* information system and employee work motivation on performance. This study aims to determine the direction of the relationship between the *LABKESDA* Information System (*SIL*) and employee performance motivation on employee performance whether it has a positive or negative influence, as well as predictions of the value of the *LABKESDA* Information System (*SIL*) and employee performance motivation to increase or decrease.

In this study, researchers used multiple linear regression equations because the independent variables in the study were more than one. The results of multiple linear regression analysis are as follows:

Table 2. Table of Multiple Linear Regression Calculation Results

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	10.993	4.726		2.326	.026
	SIL	.786	.127	.665	6.175	.000
	Motivation	.262	.106	.267	2.476	.018

a. Dependent Variable: Performance

Source: Results of Data Processing Using SPSS Version 26, 2024

Based on the table above, it can be seen that the value of the multiple linear regression equation is as follows:

Description:

$b1$ = 0.786

$b2$ = 0.262

Furthermore, the multiple linear regression equation for employee performance variables is obtained:

$Y^{\wedge} = 10.993 + 0.786\ X1 + 0.262\ X2$

From the regression equation above, it can be explained that:

a. The constant value of 10.993 states that if the value of the *LABKESDA* Information System (*SIL*) and employee performance motivation is zero, then employee performance has a value of 10.993.
b. If the *LABKESDA* Information System (*SIL*) variable increases by 1, it will add an employee performance level of 0.786 assuming the regression coefficient value of the other variables is constant.
c. If the employee performance motivation variable increases by 1, it will add the employee performance level by 0.262, assuming the regression coefficient value of the other variables is constant.

2. R test^2 (multiple coefficient of determination)

From the regression analysis test, the results will be obtained in the form of an R value; in this study is a regression test of the *LABKESDA* Information System (*SIL*) on Performance. The high performance of officers is indicated by the coefficient of multiple determination R^2 , this value shows the variation in changes in the independent variable (X1), namely the *LABKESDA* Information System (*SIL*) and the variable (X2), namely Employee Motivation. In other words, it can be used to determine how much influence the independent variable (X1) and variable (X2) have on the dependent variable
(Y) or is the proportion of variance explained by officer performance. To get the R value^2 the following formula is used:

$$Kd = r^2 x 100\%$$

Kd = Coefficient of determination r^2 = Correlation coefficient

a. Magnitude of the Effect of *LABKESDA* Information System (*SIL*) (X_1) and work motivation (X_2) on employee performance (Y)

The results of the *LABKESDA* Information System (*SIL*) (X_1) and work motivation (X_2) on employee performance (Y) are as follows:

R = 0,854

So that it can be calculated:

Kd = 0.854^2 x 100%

= 72,9%

Criteria for the coefficient of determination:

a. If "Kd" is close to 0 (zero) the effect of variable X on Y is weak
b. If "Kd" is close to 1 (one) the effect of variable X on Y is strong

Based on the results of the calculation of the coefficient of determination, it can be seen that the coefficient of determination between X_1 and X_2 on Y is 72.9% and the remaining 27.1% is influenced by other factors not examined in this study by researchers. Based on these results, the value obtained is close to one, indicating the ability of the independent variables to explain the variation in the strong variable, namely the effect of the *LABKESDA* Information System (*SIL*) and work motivation on employee performance is strong.

b. Magnitude of the Effect of *LABKESDA* Information System (*SIL*) (X_1) on employee performance (Y)

The results of the *LABKESDA* Information System (*SIL*) (X_1) on employee performance (Y) are as follows:

R = 0,827

so that it can be calculated:

Kd = 0.827^2 x 100%

= 68,4%

Criteria for the coefficient of determination:

a. If "Kd" is close to 0 (zero) the effect of variable X on Y is weak
b. If "Kd" is close to 1 (one) the effect of variable X on Y is strong

Based on the results of the calculation of the coefficient of determination, it can be seen that the coefficient of determination between X_1 on Y is 68.4% and

the remaining 31.6% is influenced by other factors not examined in this study by the researcher. Based on these results, a value close to one is obtained, indicating the ability of the independent variables to explain the variation in the strong variable, namely the effect of the *LABKESDA* Information System (*SIL*) on employee performance is strong.

c. The effect of work motivation (X_2) on employee performance (Y)

The results of work motivation (X_2) on employee performance (Y) are as follows:

R = 0,670

so that it can be calculated:

$Kd = 0.670^2 \times 100\%$

$= 45\%$

Criteria for the coefficient of determination:

a. If "Kd" is close to 0 (zero) the effect of variable X on Y is weak
b. If "Kd" is close to 1 (one) the effect of variable X on Y is strong

Based on the results of the calculation of the coefficient of determination, it can be seen that the coefficient of determination between X_2 on Y is 45% and the remaining 55% is influenced by other factors not examined in this study by researchers. Based on these results, a value close to one is obtained, indicating that the ability of the independent variables to explain the variation in variables is very limited, namely the effect of work motivation on employee performance is strong.

Hypothesis Testing

1. F test

A significant F test is a variation of the dependent variable that is explained by a percentage by the independent variables together and is a real result and does not occur by chance. When the simultaneous hypothesis test or F test wants to be carried out, there are the following conditions:

1. If $F_{count} \geq F_{table}$ then H_1 is accepted and H_0 is rejected.
2. If $F_{count} < F_{table}$ then H_1 is rejected and H_0 is accepted.

The data used for the calculation of the F test is then entered and calculated through SPSS 26 *software*. The results of these calculations are as follows:

Table 3. Table of F Test Results ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	328.014	2	164.007	49.745	.000[b]
	Residuals	121.986	37	3.297		
	Total	450.000	39			

a. Dependent Variable: Performance
b. Predictors: (Constant), Motivation, *SIL*

Source: Results of Data Processing Using SPSS Version 26, 2024

Based on the calculation table data above, the results of the F_{count} variable *LABKESDA* Information System (*SIL*) (X_1) and work motivation (X_2) on

employee performance (Y) are 49,745. The error rate is 5% or 0.05 and at db numerator = k and db denominator = (n - k - 1) = 40-2-1 = 37. The F count value is compared with the Ftable value obtained by the Ftable number of 3.251.

Based on the results of the table above, it can be seen that the Fcount value is greater than F*table* where the Fcount value 49.745> F*table* 3.251, and the significance value is 0.000 <0.05 so it can be seen that this hypothesis can be accepted, namely the *LABKESDA* Information System (*SIL*) (X1) and Work motivation (X2) has a positive and significant effect on employee performance (Y) because Fcount> F*table* .

2. t test

Testing the research hypothesis aims to determine the strength of each independent variable on the dependent variable. In this research plan to find out how much influence the independent variable has on the dependent variable.

To test the significant effect of variable X on variable Y, the t test formula is used. The price of t is then compared with the price of t table with db = n-1, the provisions are:

1. If tcount ≥ t*table* then H0 is rejected and Ha is accepted.
2. If tcount < t*table* then H0 is accepted and Ha is rejected. The partial test results are as follows:

Table 4. Table of t-test results Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	10.993	4.726		2.326	.026
	SIL	.786	.127	.665	6.175	.000
	Motivation	.262	.106	.267	2.476	.018

a. Dependent Variable: Performance

Source: *Results of Data Processing Using SPSS Version 26, 2024*

Based on the calculation table data above, the tcount result of the *LABKESDA* Information System (*SIL*) variable (X1) on employee performance (Y) is 6.175. The error rate is 5% or 0.05 and db = (n- 1) db = 30-1 = 29. The t value is compared with the t table value which can be obtained through t*table* from these provisions the t*table* number is 2.022.

Based on the results of the table above, it can be seen that the tcount value is greater than t*table* where The tcount value is 6.175> t table 2.022 and the significance value is 0.000 <0.05 so that H0 is rejected and H1 is accepted. This means that there is a positive and significant influence between the *LABKESDA* Information System (*SIL*) (X1) on employee performance (Y).

Furthermore, the work motivation variable obtained in Table 4.12 the tcount result of the work motivation variable (X2) on employee performance (Y) is 2.476. The error rate is 5% or 0.05 and db = (n-1) db = 30-1 = 29. The tcount value is compared with the t table value which can be obtained through t*table* from these provisions the t*table* number is 2.022.

Based on the results of the table above, it can be seen that the tcount value is greater than t*table* where The tcount value is 2.476> t table 2.022 and the significance value is 0.000 <0.05 so that H0 is rejected and H1 is accepted. This means that there is a significant positive and significant influence between work motivations (X2) on employee performance (Y).

Discussion

1. Description of the Effect of *LABKESDA* Information System (*SIL*) on Employee Performance

Based on partial testing, it can be seen that the tcount value is greater than t*table* where the tcount value is 6.175> t*table* 2.022 with a regression coefficient of 0.153, H0 is rejected and H1 is accepted. This means that there is a positive and significant influence between the *LABKESDA* Information System (*SIL*) on employee performance. Furthermore, based on the results of the calculation of the coefficient of determination, it can be seen that the coefficient of determination between the *LABKESDA* Information System (*SIL*) on employee performance is 68.4% and the remaining 31.6% is influenced by other factors not examined in this study by researchers. Based on these results, a value close to one is obtained, indicating the ability of the independent variables to explain the variation in the strong variable, namely the effect of the *LABKESDA* Information System (*SIL*) on employee performance is strong. This shows that the higher the *LABKESDA* Information System (*SIL*), the higher the employee performance.

LABKESDA Information System (*SIL*) is a system that uses information and communication technology by collecting *patient* data, manipulated and stored, then prepared, so that *patient* information from processed population data can be presented accurately, timely and relevant. The results of this information can be useful both for the organization concerned in making decisions, as well as meeting the needs of other interested parties.

With a good *SIL* in place, laboratory operational efficiency can be substantially improved. Automation of administrative tasks such as data collection, manipulation, and storage allows employees to focus on tasks that require specialized skills, increasing overall productivity. Quick and easy access to relevant information also speeds up decision-making and improves the quality of services to the public. Better data quality thanks to *SIL* can help employees make more informed decisions and provide more effective care to patients. In addition, good integration between different departments and teams in the laboratory enables better collaboration, speeds up the flow of information, and improves operational efficiency. However, successful *SIL* implementation also depends on factors such as employee training, management support, and adaptation to change.

LABKESDA Information System (*SIL*) is a platform that uses information and communication technology to efficiently collect, manipulates, and store patient data. Its main objective is to provide accurate, timely, and relevant patient information to support organizational decision-making and meet the needs of relevant parties. *SIL* includes a wide range of features, including patient registration, examination types, rates, examination results, and data reporting and graphing. The application facilitates comprehensive information management, ranging from hematology, urinanalysis, faeces, microbiology, clinical chemistry,

to immunology examination data. *SIL* data processing is carried out through the stages of primary data collection, data manipulation for examination classification, data storage in the database, to the preparation of documents such as laboratory printouts according to predetermined needs and schedules. Thus, *SIL* not only acts as a tool for collecting and presenting patient data, but also as a system that supports the efficiency of information management in health laboratories as a whole.

The *LABKESDA* Information System (*SIL*) has a significant impact on employee performance in health laboratories. Through the implementation of *SIL*, the process of collecting, processing, and storing patient data becomes more efficient and structured. Employees can reduce the time and effort required for administrative tasks, allowing them to focus more on tasks that require specialized skills. *SIL* also provides quick and easy access to patient information and examination results, allowing staff to make informed decisions and provide better service to patients. In addition, the better quality of data generated by *SIL* helps staff make more accurate decisions and provide more effective care to patients. Integration between various departments and teams in the laboratory is also enhanced through *SIL*, speeding up the flow of information and improving overall operational efficiency. Thus, *SIL* not only improves the operational efficiency of the laboratory, but also contributes to the improvement of the quality of service and performance of the employees within it.

SIL includes the Electronic-Based Government System (*SPBE*). *SPBE* forms an important infrastructure in supporting the efficiency and effectiveness of public administration management. *SPBE* is a model of governance that utilizes information and communication technology to provide services to *SPBE* Users. This concept is regulated in the *Peraturan Presiden No. 95 Tahun 2018* on Electronic-Based Government Systems. *SPBE* aims to create transparent, effective, accountable, and clean governance, as well as to provide quality and trustworthy public services. The importance of national governance and management of electronic-based government systems is also emphasized to improve integration and efficiency in the system.

The development of information and communication technology provides an opportunity for the government to develop the state apparatus through the implementation of *SPBE* or *e-government*. This concept prioritizes the use of ICT in providing services to various parties, such as government agencies, ASN, businesses, communities, and other parties. *SPBE* can encourage open, participatory, innovative, and accountable government, as well as improve cooperation between agencies in carrying out government tasks, improve the quality of public services, and reduce abuse of authority. The government recognizes the strategic role of *SPBE* in supporting development in various sectors. Steps to encourage the implementation of *SPBE* have been taken, including the issuance of sectoral regulations that require the use of information systems or *SPBE*. Nonetheless, the implementation of *SPBE* by ministries, agencies, and local governments is still taking place separately and achieving varying levels of progress. To unify efforts in *SPBE* implementation, a National *SPBE* Master Plan is needed as a guide for Central

Agencies and Local Governments. This plan is prepared by considering the direction of policies, strategies, and initiatives in *SPBE* governance, *SPBE* services, ICT, and HR to achieve the strategic goals of *SPBE* in 2018-2025 as stipulated in the National RPJP 2005-2025 and the *Grand Design of* Bureaucratic Reform 2010-2025. Riswanda (2021) suggests that a management information system can be explained as a computer-based system that provides information to several users with similar needs. Therefore, it can be interpreted that the management information system is a system capable of providing sophisticated and fast information to all divisions in an organization to manage the organization to remain sustainable. These results are in line with the results of research by Ruliyanti (2021) The Effect of Accounting Information Systems, Internal Control and Work Motivation on Employee Performance at PT Jasa Raharaja Lampung Branch in his research concluded that accounting information systems have a significant effect on employee performance.

2. Description of the Effect of Work Motivation on Employee Performance

Based on partial testing, it can be seen that the tcount value is greater than t*table* where the tcount value is 2.476> t*table* 2.022 with a regression coefficient of 0.762, H_0 is rejected and H_1 is accepted. This means that there is a positive and significant influence between work motivations on employee performance. Furthermore, based on the results of the calculation of the coefficient of determination, it can be seen that the coefficient of determination between work motivations on employee performance is 45% and the remaining 55% is influenced by other factors not examined in this study by researchers. This shows that the higher the work motivation, the higher the employee performance of employees.

Employees' work motivation has a significant impact on their performance at the Sukabumi City Regional Health Laboratory. First of all, high levels of work motivation tend to increase employees' level of engagement and dedication to their duties and responsibilities. Motivated employees have a strong internal drive to better achieve their work goals. Then, work motivation also has an impact on employee productivity. Employees who feel motivated tend to work harder, more efficiently, and more focused in performing their tasks. They are also more likely to look for new ways to improve the quality of services they provide to the public. In addition, work motivation is also closely related to job satisfaction. Employees who feel motivated tend to be more satisfied with their jobs and have a more positive attitude towards their work environment. High job satisfaction can increase employee retention and reduce turnover rates, which in turn can help retain valuable expertise and experience in a healthcare laboratory. Finally, work motivation can also affect the level of innovation and collaboration in healthcare laboratories. Employees who feel motivated are more likely to participate in continuous improvement processes and contribute to the development of new ideas that can improve the efficiency and effectiveness of laboratory operations.

To achieve optimal performance, a person is driven by a force within that person. This driving force is called motivation. Employee work motivation in an organization cannot be taken lightly, because basically humans are driven by their

motivation. Humans can be motivated, among others, by providing what is needed both physically and psychologically. Motivation is a process of a person's first step in taking action, which can result from a lack of needs both physically and psychologically. In other words, motivation is a drive aimed at meeting certain needs or goals.

Thus, the level of work motivation of employees is a key factor in determining their performance at the Sukabumi City Regional Health Laboratory. Improving work motivation can have a significant positive impact on efficiency, productivity, job satisfaction, innovation and collaboration at the health laboratory.

Work motivation is the internal force that drives individuals to expend high effort to achieve organizational goals, provided that these goals are in line with individual needs. This perspective is expressed by Robins (2015), Jintar (2023), and Hasibuan (2019), who describe motivation as triggering enthusiasm, desire, and direction in achieving work-related goals. In the context of health laboratories, Manik (2019) emphasized the benefits of motivation which include increased morale, individual satisfaction, and appreciation of contributions, increased productivity, and building a positive work atmosphere. Manik also highlighted that motivated employees tend to work harder, reduce the level of supervision required, and create a pleasant work environment.

Human motivation theory, as developed by Maslow, adds a dimension to the understanding of work motivation by categorizing human needs into five hierarchical categories. Ranging from physiological needs to the need for self-actualization, Maslow asserts that individuals will seek to fulfill higher needs after basic needs are met. Individual needs become the basis for motivation, giving rise to the desire to perform better activities at work to fulfill perceived deficiencies. Both internal and external needs, such as the work environment and external expectations, affect employee motivation (Uno, 2023).

Thus, an understanding of work motivation in Sukabumi City health laboratories is not only about increasing productivity, but also about creating an environment that supports individual growth and maximum contribution. The internal and external factors that influence motivation are important aspects to consider in developing effective motivational strategies in the work environment.

These results are in line with the results of research by Shintia & Riduwan (2021), The Effect of Accounting Information Systems, Work Motivation and Information Technology Utilization on Employee Performance. In his research, he concluded that the effect of work motivation on employee performance had a significant positive effect with a significant level of 0.034 <0.05.

3. Description of the Effect of *LABKESDA* Information System (*SIL*) and Work Motivation on Employee Performance

Based on the results of the F test, it can be seen that the F_{count} value is greater than F_{table} where the Fcount value 49.745> F_{table} 3.251, it can be seen that this hypothesis can be accepted, namely the *LABKESDA* Information System (*SIL*) (X_1) and Work motivation (X_2) have a positive and significant effect on employee performance (Y) because Fcount> F_{table} . In addition, the results of the calculation of the coefficient of determination can be seen that the coefficient of determination between X_1 and X_2 on Y is 35.8% and the remaining 64.2% is

influenced by other factors not examined in this study by researchers.

LABKESDA Information System (*SIL*) and work motivation have an important role in influencing employee performance in health laboratories. First of all, *SIL* enables efficient and accurate patient data management. With *SIL* in place, employees can easily access patient information, manage examination data, and track medical history quickly. This reduces the time required for administrative tasks, leaving employees with more time to focus on the more important tasks of improving the quality of care to patients.

In addition, *SIL* also improves coordination and collaboration between teams in the laboratory. With easy access to patient information and test results, medical teams can work together more effectively to respond to patient needs and develop appropriate treatment plans. Connectedness between employees within the laboratory improves operational efficiency and optimizes the use of resources.

On the other hand, work motivation also plays a crucial role in improving employee performance. Motivated employees tend to be more energized, productive, and highly committed to their work. Work motivation can come from a variety of sources, including a sense of responsibility towards patients, the desire to achieve, or the satisfaction of providing quality service.

When employees feel motivated, they are more likely to innovate, overcome challenges and achieve set performance targets. Motivation can also increase job satisfaction, reduce absenteeism and decrease turnover. Overall, work motivation creates a positive and productive work environment in healthcare laboratories.

Thus, the combination of effective *SIL* use and high levels of work motivation will positively influence employee performance in health laboratories. *SIL*s provide the necessary tools and infrastructure to manage information well, while work motivation provides the internal drive that increases employee dedication and performance in providing quality services to patients.

E. CONCLUSION

The implication of these findings is the importance of management attention to good implementation of *SIL* and the creation of a motivating work environment to improve overall employee performance.

Based on the results of research and discussion conducted by researchers on the effect of the *LABKESDA* Information System (*SIL*) and work motivation on employee performance at the Sukabumi City Health Laboratory, the researchers can draw the following conclusions:

1. Based on the results of the descriptive analysis of the *SIL* variable, it can be concluded that although the Data Storage dimension received the highest score, indicating excellence in terms of information storage, the overall score indicates weakness in other aspects, especially in Data Manipulation which received the lowest score. Meanwhile, from the results of the descriptive analysis of the Work Motivation variable, the Training Factor dimension obtained the highest score, indicating success in providing training for upgrading new types of work, but the Compensation dimension received the lowest score due to the lack of incentives for employees. On the other hand, from the results of the descriptive analysis of the Employee Performance

variable, the Timeliness dimension received the highest score, indicating the provision of good work results, but the overall score shows weaknesses in other aspects, especially in Quantity which received the lowest score due to less than optimal data capacity. Thus, despite excellence in several dimensions, employee performance tends to be in the medium category, and there is still room for improvement in various aspects including data manipulation, compensation, and optimization of data capacity.

2. The effect of the *UPTD LABKESDA* Information System (*SIL*) on employee performance at the Sukabumi City Health Laboratory is statistically proven. The results showed that the higher the *LABKESDA* Information System (*SIL*), the higher the employee performance. This illustrates that the implementation of *SIL* has a positive impact on the efficiency and effectiveness of employee work. Previous research also supports these findings, showing that a good information system can improve employee performance.
3. Employee work motivation has a significant influence on employee performance at the Sukabumi City Health Laboratory. The research findings show that the higher the work motivation, the higher the employee performance. A supportive work environment, adequate incentives, and opportunities for self-development are factors that can increase employee work motivation and contribute to improved performance.
4. *LABKESDA* Information System (*SIL*) and employee work motivation together have a significant influence on employee performance at the Sukabumi City Health Laboratory. These two factors complement each other in improving employee efficiency, productivity and job satisfaction. It is important for management to pay attention to these two aspects in an effort to improve employee performance and achieve overall organizational goals. By ensuring good *SIL* implementation and creating a motivating work environment, *UPTD Laboratorium Kesehatan Kota Sukabumi* can significantly improve employee performance.

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