

## **THE MOTIVATION OF HEALTH SERVICES AT THE REGIONAL GENERAL HOSPITAL (RSUD) AND STELLA MARIS HOSPITAL IN MAKASSAR CITY**

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### **ABSTRACT**

This study aims to analyze Public Service Motivation (PSM) in two hospitals, namely the Regional General Hospital (RSUD) Daya of Makassar City and Stella Maris Makassar Hospital in providing health services to the community. This research method uses merging or a combination of quantitative and qualitative (mixed-methods). Quantitative methods are carried out with questionnaire instruments while qualitative methods through observation, interviews and documentation studies. The results showed that there was a difference in the level of motivation of public services at RSUD Daya Makassar Hospital and Stella Maris Hospital, especially in the dimension of interest in public policy making, responsibility for public interests, empathy, and self-sacrifice in service delivery. The public service motivation approach is more dominant using the norm and affective approach, where service is given because of rules, ethical codes and human calling to help others, while the rational approach tends to be low where the role of taking is assessed as the task of the leader, health employees are only executors of decisions. Differentiating factors were found in the personal demographic aspects of health workers such as age, sex and education, as well as aspects of social institutions such as family, religion and organization. While the factors of professional organization are not a motivating factor for the service in both hospitals.

**Keywords:** Motivation of Service, Health, Hospital.