

The Influence of Increased Motivation and Competence Through Resilience on the Performance of Healthcare Workers at LKP Mutiara Kasih

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Abstract

This research examines the job performance problem of LKP Mutiara Kasih graduates who work as care givers that come from generation Y and Z in achieving excellent job performance through analysis of their motivation, competence and resilience. Even though LKP Mutiara Kasih has produced outstanding graduates, there are still complaints from customers regarding the motivation, competence and resilience of graduates. This research aims to identify the influence of motivation and competence on resilience and job performance, as well as the influence of resilience as a mediator between motivation and competence on job performance. Data collection was carried out through an online survey of 98 graduates working in Jabodetabek. The research method used is quantitative with an explanatory research approach, using statistical analysis to test the causal relationship between variables. The research results show that motivation and competence have a significant positive effect on resilience. The research also reveals that motivation and competence significantly positive improve job performance. Additionally, resilience has a significant positive impact on job performance. Strengthening resilience has been proven to be a significant mediator between motivation and competence in improving job performance.

Keyword: motivation, competence, resilience, job performance, care giver, generation Y and Z

INTRODUCTION

Healthcare workers are trained individuals who assist people who cannot care for themselves due to physical or mental limitations. They are responsible for meeting the physical, mental, social, cultural, and spiritual needs of the elderly, preventing complications, and reducing dependency. With their help, the elderly can live a healthy life optimally and achieve a peaceful end of life. Long-term care at home with the help of Health Workers can reduce the burden on families, improve relationships, and enhance family resilience. In addition, long-term care also helps reduce pain, prevent accidents, and complications of diseases. The importance of their role requires adequate education to prepare a professional and high-quality workforce. Therefore, good educational institutions are essential to prepare the workforce in this profession to be professional and perform well.

This research was conducted due to the challenges of improving Indonesian Human Resources, especially towards the Demographic Bonus. The demographic bonus in Indonesia is a phenomenon where the number of the productive age population (15-64 years) exceeds the number of the non-productive population (under 15 years and over 64 years), thereby creating significant economic potential. This phenomenon occurs during a specific period in the development of a country and usually lasts for several decades.

This challenge can lead to a Demographic Bonus or, conversely, a Demographic Disaster. The millennial generation (1980-1995), which constitutes 25.87%, and Generation Z (1997-2012), which makes up 27.94% of the population, are already and will soon be entering the productive age group, requiring the preparation of skilled labor to prevent a surge in unemployment. At the same time, the Fourth Industrial Revolution and Society 5.0 are

emerging. In the world of employment, the Fourth Industrial Revolution impacts rapid changes in technology (AI) and business processes, while Society 5.0 brings changes to increasingly flexible and non-permanent work relationships. Along with technological advancements, many workers are unable to keep up. BPS data for 2023 shows that in February 2023, the number of unemployed people in Indonesia reached 7.99 million, a decrease of about 410 thousand people compared to February 2022, but an increase of about 1.2 million people compared to February 2019. This reality shows that competent independent workers can be an alternative solution.

This research is conducted because there is an opportunity to better pay attention to the welfare of Indonesian Human Resources, especially self-employed workers such as domestic workers. According to ILO data, in 2015, the number of domestic workers in Indonesia reached around 4 million people. Domestic workers are different from regular employees because they often face heavy workloads and are vulnerable to violence. This is due to the lack of decent work standards and the absence of clear regulations. Based on the analysis of the National Labor Force Survey (Sakernas) 2008-2015 data from the ILO:

1. The number of domestic workers (aged 10 and above) tends to increase: 2008: 2.6 million and 2015: 4 million,
2. Working 6 or 7 days a week: 71% among adult workers,
3. Working 40 hours or more per week: 49% among adult workers.

It is clear that domestic workers in Indonesia have unique and specific characteristics due to their working hours, workplace, and independent working relationships. Therefore, to become a domestic worker, including the profession of Health Worker, it is essential to have human resources that are ready, resilient, and possess good Performance (Y).

This research was conducted further because there is evidence that graduates of LKP Mutiara Kasih can continue working beyond the two-year contract period. In March 2024, out of the graduates from Batch 1 in 2006 to Batch 109 in 2023, there are still 260 people working as Health Workers under the auspices of LKP Mutiara Kasih. Among them, 60 people have worked for more than two years, 25 people have worked for more than five years, and three people have worked for 13 years. This clearly shows that strengthening motivation, competence, and resilience is very important to achieve good Performance (Y).

This research was also conducted because there is evidence that graduates of LKP Mutiara Kasih can continue their education up to the bachelor's degree level by saving from their earnings. All graduates of LKP Mutiara Kasih are required to become members of the CU Jakarta Cooperative from the beginning, so that all the income they receive from service users will be deposited into their respective CU Jakarta accounts after deducting the training fee installments. With this system, it is hoped that by the end of the two-year contract, the graduates will be able to use their savings for tuition fees or to start a business. Therefore, good Performance (Y) is essential to achieve this noble goal.

Another fact as to why this research was conducted is the evidence from the Government that LKP Mutiara Kasih has strength in character education for students and serves as a model in the field of training that is continuous with the world of work. This research was also conducted based on interview results with service users that graduates of LKP Mutiara Kasih from remote areas of Indonesia experience culture shock when working in Jakarta. LKP Mutiara Kasih seeks students from all corners of Indonesia, but currently, internal data shows that the majority, 80%, of participants come from the Province of East Nusa Tenggara.

The recorded fact that prompted this research is the data showing that graduates of LKP Mutiara Kasih canceled their 2-year work agreements and returned to their hometowns before completing 2 years of work. Since 2020, there have been 102 participants who canceled their work agreements before completing the 2-year work contract. Another piece of data that

underpins this research is that graduates of LKP Mutiara Kasih leave the homes of their employers without notice. Since 2020, there have been 28 participants who left their workplace without notice.

From these phenomena, it is very appropriate for LKP Mutiara Kasih to undertake efforts such as conducting learning to achieve competence and habituation to maintain work motivation, striving for resilience so that the performance of Health Workers graduating from LKP Mutiara Kasih always maintains professionalism.

The author sees that LKP Mutiara Kasih is growing due to its superior vision, mission, goals, and training strategies. This excellence results in achievements. With good achievements, PT Mutiara Kasih Carolus as a company that places labor, continues to see the issue of how customer satisfaction is achieved with the performance of Health Workers graduates. Related to the research on the performance of graduates from LKP Mutiara Kasih, there are several suspected issues that need to be analyzed as follows:

1. The performance of the Health Workers from LKP Mutiara Kasih is currently not as expected, as there are still complaints from service users during evaluations and interviews regarding motivation, competence, and resilience.
2. The current motivation is not as expected because the trainees generally come to Jakarta solely to seek a livelihood, and this will impact the workers' performance, which is also below the expectations of the service users. It cannot be denied that young people from remote areas are motivated to come to Jakarta not to work with skills but to try their luck without basic skills.
3. The application of competencies is not yet as expected, although competency tests are conducted, their implementation requires strong initiative from these Health Workers.
4. The resilience of the current workers is not yet as expected by PT Mutiara Kasih Carolus, the institution that places the graduates of LKP Mutiara Kasih. This is evidenced by the fact that there are still Healthcare Workers who leave without saying goodbye from the clients' homes. Low worker resilience can impact worker performance negatively.

Almost all graduates of LKP Mutiara Kasih are young people aged 18 and above who are equipped with skills through a 2-month training to serve and accompany the elderly or sick individuals whose ages are significantly higher than their own. This is the gap that may affect the performance of Health Workers placed in households by LKP Mutiara Kasih graduates, especially in this era of the Industrial Revolution 4.0. The gap in human character for those working as Health Workers to serve the elderly professionally is suspected to require excellent resilience or mental toughness.

LITERATURE

This research was triggered when the researcher read a thesis on the Influence of Competence on Employee Performance with Work Motivation as an Intervening Variable at the West Sulawesi Provincial BPS (Sarifudin, 2016). Then the author sought an important variable that had already been the focus of LKP Mutiara Kasih to improve the performance of graduates in the Health Worker profession, namely resilience. It turns out that the author sees that there are still very limited empirical studies examining the relationship between increased motivation and competence with the mediating role of worker resilience, especially concerning the health worker profession originating from the younger generation working in households. In addition to several research gaps, there are also some crucial issues related to human resource management that need to be addressed immediately, namely concerning the workforce from Generation Z, which is a generation that has experienced world changes due to the Covid-19 pandemic and is entering the Industrial Revolution 4.0 and Society 5.0. Generation Y and Z,

known for their weak mental resilience, have caught the author's attention, making them a novel subject of this thesis research. The aspect of work resilience in Generation Y and Z also becomes an attractive subject for research because it will enrich the evidence of human resource development whose performance is excellent due to effective character formation, thereby enabling an increase in motivation and competence through the mediation of resilience strengthening as a performance-forming element.

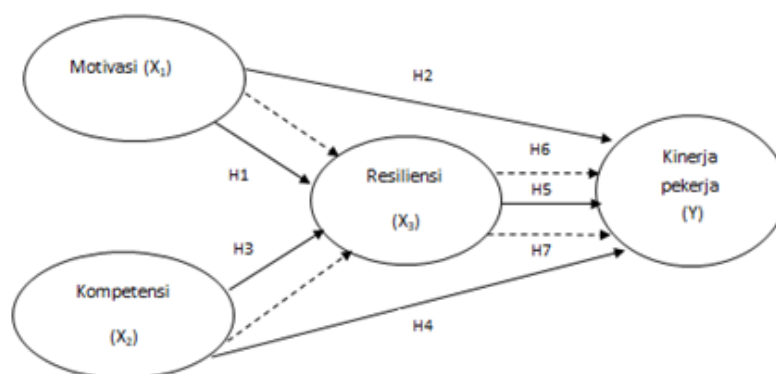
McClelland (2012) Work motivation is a condition that influences the emergence, direction, and maintenance of behavior related to the work environment. The importance of motivation is that it causes, channels, and supports human behavior, so that they are willing to work diligently and enthusiastically to achieve optimal results. Mc Clelland in Moehersono (2014: 6) Competence is a basic personal characteristic that becomes a determining factor in whether someone succeeds or fails in performing a job or in a specific situation.

Wagnild and Young (1993) Resilience is an emotional strength used to describe people who exhibit courage and adaptability in the face of life's difficulties and problems. Michell in the book by Sedarmayanti (2009:11) compares the work results achieved by workers with the predetermined standards. Performance also means the results achieved by someone, both in terms of quantity and quality, within an organization according to the responsibilities assigned to them.

METHOD

This research aims to determine the influence of motivation and competence on resilience and work performance, as well as the influence of resilience as a mediator between motivation and competence on work performance. The research was conducted using a quantitative method and collected primary data through a questionnaire instrument. The population of this study consists of 260 graduates from LKP Mutiara Kasih who are still under contract as health workers. The sample taken using the Slovin formula was 98 people. The research period is during the month of April 2024. The analysis tools used are descriptive analysis and path analysis methods with the assistance of SPSS 26.0 software in 2024.

Figure 1. Frame work



RESULT AND DISCUSSION

Based on the analysis results, the following findings were obtained: The coefficient of determination (R²) value of the research model is 0.630, which falls into the Strong category. The value indicates that Motivation (X₁) and Competence (X₂) can explain the dependent variable Resilience (X₃) by 63.0%, while the remaining 37.0% is influenced by other variables outside this study. Based on the analysis results, the following findings were obtained: The significance value of the simultaneous F test calculation is 0.000b, which is less than 0.05. it can be concluded that Motivation (X₁), Competence (X₂), simultaneously have a significant

effect on Resilience (X3). Based on these results, it can be concluded that Ha is accepted and Ho is rejected.

Hasil uji t parsial model penelitian

variabel	koefisien regresi (B)	Std. Error	t hitung	Sig.	keterangan
(Constant)	9.093	2.674	3.401	0.001	
Motivasi X1	0.584	0.130	4.494	0.000	signifikan
Kompetensi X2	0.705	0.124	5.672	0.000	signifikan

Sumber : Data penelitian diolah menggunakan software SPSS 26.0 tahun 2024.
signifikan jika Sig < 0.05 (Sugiyono, 2022, hal.250).

Figure 1. Hasil uji t parsial Model Analisis X1 dan X2 Terhadap X3
Persamaan Regresi Linear:

$$(X3) = 0.584 (X1) + 0.705 (X2) + 2.674$$

Based on the analysis results, the following findings were obtained: Motivation (X1) has a regression coefficient (B) of 0.584 and a significance (Sig.) of 0.000, which is less than 0.05, indicating a significant positive effect on Resilience (X3). Every increase of 1 point will raise Resilience (X3) by 0.584 points. Based on these results, it can be concluded that H1 is accepted and Ho is rejected. Competence (X2) has a regression coefficient (B) value of 0.705 and a significance (Sig.) of 0.000, which is less than 0.05, and therefore it can be stated that there is a significant positive effect on Resilience (X3). Every increase of 1 point will raise Resilience (X3) by 0.705 points. Based on these results, it can be concluded that H3 is accepted and Ho is rejected. Based on the analysis results, the following results were obtained: The significance value of the simultaneous F test calculation is 0.000b, which is less than 0.05. it can be concluded that Motivation (X1) and Competence (X2) simultaneously have a significant effect on Performance (Y). Based on the results, it can be concluded that Ha is accepted and Ho is rejected.

Based on the analysis results, the following findings were obtained: The coefficient of determination (R2) value of the research model is 0.463, which falls into the Moderate category. The value indicates that Motivation (X1) and Competence (X2) can explain the dependent variable Performance (Y) by 46.3%, while the remaining 53.7% is influenced by other variables outside this study.

Hasil uji t parsial model penelitian

variabel	koefisien regresi (B)	Std. Error	t hitung	Sig.	keterangan
(Constant)	3.254	1.982	1.641	0.104	
Motivasi X1	0.441	0.096	4.570	0.000	signifikan
Kompetensi X2	0.242	0.092	2.622	0.010	signifikan

Sumber : Data penelitian diolah menggunakan software SPSS 26.0 tahun 2024.
signifikan jika Sig < 0.05 (Sugiyono, 2022, hal.250).

Figure 2. Hasil uji t parsial Model Analisis X1 dan X2 Terhadap Y
Persamaan Regresi Linear Sederhana

$$Y = 0.441 (X1) + 0.242 (X2) + 1.982$$

Based on the analysis results, the following findings were obtained: Motivation (X1) has a regression coefficient (B) value of 0.441 and a significance (Sig.) of 0.000, which is less than 0.05, and therefore it can be stated that there is a significant positive effect on Performance (Y). Every increase of 1 point will raise Performance (Y) by 0.441 points. Based on these results, it can be concluded that H2 is accepted and Ho is rejected. Competence (X2) has a regression coefficient (B) value of 0.242 and a significance (Sig.) of 0.010, which is less than 0.05, and it can be stated that there is a significant positive effect on Performance (Y). Every increase of 1 point will raise Performance (Y) by 0.242 points. Based on these results, it can be concluded that H4 is accepted and Ho is rejected.

Based on the analysis results, the following findings were obtained: The coefficient of determination (R²) value of the research model is 0.564, which falls into the Moderate category. The value indicates that Resilience (X₃) can explain the dependent variable Performance (Y) by 56.4%, while the remaining 43.6% is influenced by other variables outside this study. Based on the analysis results, the following findings were obtained: The significance value of the simultaneous F-test calculation is 0.000b, which is less than 0.05. it can be concluded that Resilience (X₃), simultaneously has a significant effect on Performance (Y). Based on these results, it can be concluded that H₅ is accepted and H₀ is rejected.

Hasil uji t parsial model penelitian

variabel	koefisien regresi (B)	Std. Error	t hitung	Sig.	keterangan
(Constant)	1.129	1.788	0.632	0.529	
Resiliensi X ₃	0.462	0.041	11.155	0.000	signifikan

Sumber : Data penelitian diolah menggunakan software SPSS 26.0 tahun 2024.
signifikan jika Sig < 0.05 (Sugiyono, 2022, hal.250).

Figure 3. Hasil uji t parsial Model Analisis X₃ Terhadap Y
Persamaan Regresi Linear Sederhana

$$Y = 0.462 (X_3) + 1.788$$

Based on the analysis results, the following findings were obtained: Resilience (X₃) has a regression coefficient (B) value of 0.462 and a significance (Sig.) of 0.000, which is less than 0.05, indicating a significant positive effect on Performance (Y). Each increase of 1 point will raise Performance (Y) by 0.462 points. Based on these results, it can be concluded that H_a is accepted and H₀ is rejected.

The analysis of the coefficient of determination (R²) is used to determine the extent of the percentage connection of independent variables simultaneously to the dependent variable. The R square value is considered good if it is above 0.5 because the R square value ranges from 0 to 1. The correlation coefficient has criteria that are included in the appendix. Based on the analysis results, the following findings were obtained: The coefficient of determination (R²) value of the research model is 0.593, which falls into the Moderate category. The value indicates that Motivation (X₁), Competence (X₂), and Resilience (X₃) can explain the dependent variable Performance (Y) by 59.3%, while the remaining 40.7% is influenced by other variables outside this study.

The F-test is a simultaneous test of the regression coefficients. This test is conducted to determine the effect of all independent variables within the model collectively (simultaneously) on the dependent variable. The testing criterion is declared significant if Sig < 0.05 or the calculated f value > the table f value (Sugiyono, 2022, p.257). Based on the analysis results, the following results were obtained: The significance value of the simultaneous F test calculation is 0.000b, which is less than 0.05. it can be concluded that Motivation (X₁), Competence (X₂), and Resilience (X₃) simultaneously have a significant effect on Performance (Y). Based on these results, it can be concluded that H_a is accepted and H₀ is rejected.

Hasil Uji t Parsial Model Penelitian

variabel	koefisien regresi (B)	Std. Error	t hitung	Sig.	keterangan
(Constant)	-0.053	1.839	-0.029	0.977	
Motivasi X ₁	0.228	0.093	2.452	0.016	signifikan
Kompetensi X ₂	-0.015	0.093	-0.158	0.875	Tidak
Resiliensi X ₃	0.364	0.067	5.457	0.000	signifikan

Sumber : Data penelitian diolah menggunakan software SPSS 26.0 tahun 2024.
signifikan jika Sig < 0.05 (Sugiyono, 2022, hal.250).

Figure 4. Hasil Uji t Parsial Model Analisis X₁, X₂, dan X₃ Terhadap Y
Persamaan Regresi Linear

$$Y = 0.228 (X_1) - 0.015 (X_2) + 0.364 (X_3) + 1.839$$

Based on the analysis results, the following findings were obtained: Motivation (X1) has a regression coefficient (B) value of 0.228 and a significance (Sig.) of 0.016, which is less than 0.05, indicating a significant positive effect on Performance (Y). Each increase of 1 point will raise Performance (Y) by 0.228 points. Based on these results, it can be concluded that Ha is accepted and Ho is rejected. Competence (X2) has a regression coefficient (B) value of -0.015 and a significance (Sig.) of 0.875, which is greater than 0.05, and therefore it can be stated that there is an insignificant negative effect on Performance (Y). Each increase of 1 point will raise Performance (Y) by -0.015 points. Based on these results, it can be concluded that Ha is rejected and Ho is accepted. Resilience (X3) has a regression coefficient (B) value of 0.364 and a significance (Sig.) of 0.000, which is less than 0.05, and therefore it can be stated that there is a significant positive effect on Performance (Y). Every increase of 1 point will raise Performance (Y) by 0.364 points. Based on these results, it can be concluded that Ha is accepted and Ho is rejected.

Based on the analysis results, the following findings were obtained: Motivation (X1) -> Resilience (X3) -> Performance (Y) has a significance value (Sig.) of 0.000, which is less than 0.05, indicating a significant mediating effect. Based on these results, it can be concluded that H6 is accepted and Ho is rejected. Competence (X2) -> Resilience (X3) -> Performance (Y) has a significance value (Sig.) of 0.000, which is less than 0.05, indicating a significant mediating effect. Based on the results, it can be concluded that H7 is accepted and Ho is rejected. Based on the test results, the following was obtained:

Hasil Uji Sobel test Regresi Mediasi

Hipotesis	Koefisien Jalur	Sobel test	Std. Error	Sig.	Keterangan
H6	Motivasi X1 -> Resiliensi X3 -> Kinerja Y	4.173	0.065	0.000	signifikan
H7	Kompetensi X2 -> Resiliensi X3 -> Kinerja Y	5.076	0.064	0.000	signifikan

Sumber : <https://quantpsy.org/sobel/sobel.htm>

Keterangan : signifikan jika Sig./ P value < 0.05 (Ghozali, 2021, hal.251)

Figure 5. Hasil Uji Sobel test Regresi Mediasi

Based on the analysis results of the linear regression equations (1), (2), and (3) above, the following Recapitulation Table is obtained:

Variabel	Koefisien Jalur	Pengaruh Langsung	Pengaruh Tidak Langsung	Pengaruh Total	R ²	F
Motivasi (X1)	0.441	0.441	0.584*0.462=0.270	0.270+0.411=0.711		
Kompetensi (X2)	0.242	0.242	0.705*0.462=0.326	0.326+0.242=0.568		
Resiliensi (X3)	0.462	0.462				
Koefisien e1	2.674					
Koefisien e2	1.982					
X1, X2, X3					0.593	45.562
X1, X2, Y					0.463	41.022

Sumber : Data Primer diolah Tahun 2024.

Figure 6. Rekapitulasi Koefisien Jalur Keseluruhan

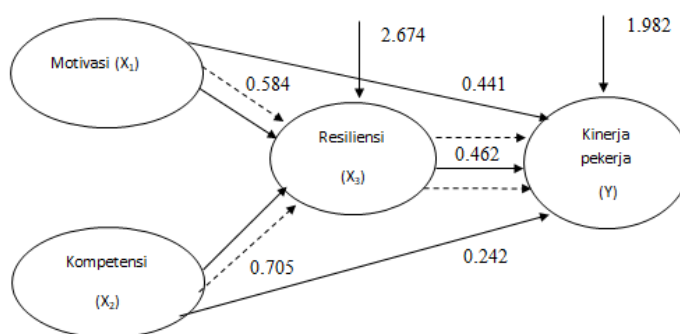


Figure 7. Model Analisis Jalur Keseluruhan

Based on the overall coefficient analysis results, it is stated as follows: Because the value of the indirect influence coefficient is smaller than the direct influence coefficient on the path $X1 \rightarrow X3 \rightarrow Y$, motivation has an influence on performance through resilience, but the influence of motivation on performance is greater when direct without going through resilience. Because the value of the indirect influence coefficient is greater than the direct influence coefficient on the path $X2 \rightarrow X3 \rightarrow Y$, competence has a direct influence on performance when mediated by resilience.

Motivation simultaneously has a significant and strong influence on Resilience. Motivation has a significant positive direct effect on Resilience. This is relevant to previous research by Eka Herdiyanti, Ria Novianti, and Enda Puspitasari (2018) which emphasizes that work motivation has an impact on resilience. This finding is also consistent with the research by Uswatun Hasanah and Siti Mujanah (2016).

Motivation simultaneously has a significant influence with a moderate effect on Performance, where Motivation has a direct significant positive influence on Performance. Based on the information above, it can be stated that work motivation has an impact on employee performance. These findings are consistent with previous research conducted by Taufik Rachim (2014), which shows that motivation affects employee performance. The research also indicates that high work motivation has the potential to produce achievements during the work period, whereas a lack of motivation tends to reduce work performance. Employee motivation can arise from both internal and external factors.

Competence simultaneously has a significant and strong influence on Resilience. Competence has a significant positive direct influence on Resilience. Competence also plays an important role in resilience, as a form of knowledge that supports and enhances a worker's ability to withstand pressure or unpleasant conditions. A competent worker tends to have a high level of resilience in facing pressure. Therefore, competence significantly affects resilience, as it is a combination of knowledge, skills, and attitudes that are appropriate for the work environment and field of work. Previous research by Uswatun Hasanah and Siti Mujanah (2016) also supports this finding, thus it can be concluded that competence has an influence on the level of resilience of a worker.

Competence simultaneously has a significant influence with a moderate effect on Performance, where Competence has a direct significant positive influence on Performance. Thus, it can be concluded that a high level of competence among workers will significantly affect their performance. Therefore, business institutions need to pay more attention to the development of workers' competencies. Competence itself has a positive impact on employee performance in a business institution. These findings are supported by previous research by Nofi Naifatul Muslimah (2016) and Moehariono (2012), which show that competence has a positive impact on worker performance. This is also in line with many studies that state that competence has a positive and significant impact on Performance (Y) as researched by: Pratiwi & Juniarty (2018), Krisnawati, Bagja, 2021, Yusuf Indrajaya, 2022, and Puspa Dewi, Sari Laelatul, Pebi Kurniawan, (2022).

Resilience simultaneously has a significantly positive effect with a moderate influence on Performance. The findings of this study are in line with the research results by Dian Arinda Puspita Pratiwi and Siti Mujanah (2018). Resilience is the ability to endure and recover when faced with unfavorable situations in the workplace or work environment. Resilience is an important attribute for workers, enabling them to overcome challenges and learn from unpleasant experiences, thereby enhancing their work capabilities. Motivation through strengthening Resilience towards Performance has a significantly positive mediating effect. This research proves that Resilience Mediation for Generation Y and Z at

LKP Mutiara Kasih is essential in strengthening initial motivation to work. Most of these young people come from remote areas to seek their fortunes in Jakarta, so it is very clear that their motivation must be strengthened in order to endure working in a household setting that requires independence without strict supervision from the Institution. The above is relevant to the research by Febrina, Kusnanto, Tri 2020 in the Role of Resilience to Improving the Performance of Health Workers, which states that strong resilience among nurses positively affects their work performance.

Competence through strengthening Resilience towards Performance has a significant mediating effect. This research is novel as it demonstrates that Resilience Mediation for graduates of Health Workers from LKP Mutiara Kasih is the key to this study because it allows the performance of Health Workers to be well-monitored with the efforts of the following institution: a. Competency evaluation every three months to monitor the performance and resilience of healthcare workers graduated from LKP Mutiara Kasih, b. Career development for Health Workers graduates of LKP Mutiara Kasih in the form of guidance to continue to Level 3 competence and subsequently increasing resilience in working as Health Workers under the supervision of PT Mutiara Kasih Carolus, with Performance (Y) being better than when their competence was only at Level 2 due to strong hope and motivation to achieve a better future. c. Before job placement, character building of I-Care values is conducted for two months in the dormitory and personal counseling for Health Workers to strengthen motivation and foster resilience. d. Alumni training who are still working under contract twice a year to enhance general knowledge in the workplace and foster vibrant relationships among alumni, such as knowledge about Occupational Safety, IT violations, and the importance of work accident insurance protection. This is in accordance with the research by Krisnawati, Bagja, (2021) on the Influence of Work Competence on Worker Performance, which proves that competence has a positive and significant impact on performance.

Conclusion and Suggest

Based on the data that has been collected and analyzed, it can be concluded that the Health Workers graduated from LKP Mutiara Kasih possess strong competencies as the main capital for their success in working. Meanwhile, their motivation becomes a weak element in maintaining their jobs during the two-year contract. High motivation arises from the need to advance and be trusted in work. Competence is obtained from the knowledge provided during two months of training and the Competency Examination from the Ministry of Education and Culture. Resilience is built because they feel their lives are meaningful when accompanying patients.

In hypothesis testing, research shows that motivation has a significant positive influence on resilience and performance. Competence also has a positive impact on resilience and performance, and resilience significantly mediates the influence of motivation and competence on performance.

LKP Mutiara Kasih must also update the competencies of the instructors to improve the quality of the students. The application of competencies needs to align with the technological advancements faced by Generation Y and Z. Efforts to strengthen mental resilience are essential to enhance resilience with a personal approach towards students. For graduates of Health Workers, it is important to apply I-Care values and build good communication and cooperation with LKP Mutiara Kasih. Service users are also advised to support workers through open communication. Further research is recommended to use more measurable performance assessments and measurement tools from psychology to obtain more accurate information.

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