

The Influence of Bureaucracy, Infrastructure and Organizational Culture on Work Motivation and Health Service Performance in Luwu Regency

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Abstract: *This research was conducted aimed at (1) To analyze the influence of bureaucratic behavior on the motivation of work and the performance of health care workers in Luwu Regency, (2) To analyze the influence of facilities and infrastructure on the motivation of workers and the performance of health care workers in Luwu Regency. (3) To analyze the influence of organizational culture on work motivation and health care performance in Luwu Regency. The study used a quantitative approach using primary data through questionnaires of 294 respondents with a population of 1,102. The research was conducted from April to June 2020. The data is analyzed using the SEM AMOS program. The results of this study show that: (1) Bureaucratic behavior has a positive and insignificant effect on work motivation. (2) Facilities and infrastructure have a positive and significant effect on work motivation. (3) The culture of the organization has a positive and insignificant effect on work motivation. (4) Bureaucratic behavior has a positive and insignificant effect on the performance of health care workers in Luwu Regency (5) Facilities and infrastructure have a positive and insignificant effect on the performance of health care workers in Luwu Regency (6) The culture of the organization has a positive and insignificant effect on the performance of health care workers. in Luwu Regency (7) Work motivation has a positive and significant effect on the performance of health care workers in Luwu Regency. (8) Bureaucratic behavior has a positive and insignificant effect on the performance of health care workers through work motivation in Luwu Regency (9) Facilities and infrastructure have a positive and significant effect on the performance of health care workers through work motivation in Luwu Regency. (10) The culture of the organization has a positive and significant effect on the performance of health care workers through motivation in Luwu Regency.*

Keywords: *Bureaucratic Behavior, Facilities and Infrastructure, Organizational Culture and Health Care Personnel Performance*

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I. Introduction

Based on the implementation of Law No. 23 of 2014 on Local Government governing public services, it is a mandatory service for local governments in addition to various other affairs in line with the service. This indicates that local governments are obliged to improve the quality of public services in accordance with the principles of state governance and are the embodiment of the main principles of decentralized policy and regional autonomy. The results of the Governance and Decentralization Survey (GDS) research in 2002 and concluded the World Bank report reported by the World Development Report in 2004 found a fact that the implementation of public services in Indonesia was very poor. The results of this study mean that for several years the public service carried out by the temyata government bureaucracy did not show a change in direction better

Public services in an era of regional autonomy are associated with a bureaucrat's touch to the wider community within their working areas. The autonomy granted to districts and cities covers all sectors of administrative authority in addition to the authority that has been exercised by the central and provincial governments, including public works, health, education, culture, agriculture, transportation, industry, trade, investment, environment, land affairs, cooperatives and labor. Public services according to Dunleavy (2018) that with a pattern of services with bureaucracy continues to improve during the service-based market and controlled from corruption. It aims to bring public service bureaucrats closer to the community. Researchers have suggested that the conduct of bureaucrats gives government support to public services (Haque 1998, Garrett, Thurber et.al. 2006), interest in bureaucrats is generally high in public service (Ingraham and Carolyn, 1988, Baldwin 1990, Garrett, Thurber et al. 2006, Mann 2006), and bureaucrat support for employment benefits for public service employees (Roberts and Green, 2012). Empirically many responses to public attitudes in general towards public

servant bureaucrats, some are satisfied and some are less satisfied. The implementation of regional autonomy to date has been running for approximately twenty years. However, the duration of that time, has not shown the maximum results as expected. This is certainly not separated as a regional unit that implements development programs in all sectors.

Public services provided through a market-nuanced bureaucratic system that impacts economic value greatly help improve the quality of public services. Research in economics and politics by Zahra and Williams (2018) on bureaucratic performance and public service delivery of government bureaucracy in the health, education, and infrastructure sectors. By discussing the system's potential approach to research in public management and the public finances greatly strengthens the quality of public services. Even according to Pepinsky et.al (2017) in Zahra and Williams (2018) that the increase in economic value with the administrative approach of public services is very powerful. It is undeniable that the conditions of the implementation of public services carried out by government bureaucrats in various services, among others concerning the fulfillment of civil rights and basic needs of the population, are still felt not as expected by the community. This can be seen among others from the number of complaints, public complaints. On the other hand, the community as the main element served has not provided effective control to be the driving force in efforts to improve the quality of public services. Therefore, efforts to improve public services through comprehensive improvement include institutional aspects, staffing (HR)

Granting autonomy by the central government to (Regency/City) is to carry out the empowerment of broad, real and professionally responsible authority embodied by regulation, distribution and utilization of resources as well as the real action of the implementation of financial balance between central and local governments, so that the district and the city can manage and manage their own households in accordance with the potential and diversity of the region. To fulfill its obligations in carrying out the functions of service to the community, the government has been faced with various problems. One of the problems is the weak resources of local bureaucrats in carrying out the duties and functions of government, both routine and development. So the government in general is currently carrying out the strengthening of apparatus resources. While another view sees that the implementation of government duties and functions should not be suspended let alone terminated for bureaucratic reasons. Local governments are in the process of improving, especially in providing services to the community. Nidhi and Krishna (2016:18) see low public satisfaction in public services health, education, and banking. Sedarmayanti (2009:253) states that quality services have at least five dimensions: Realibility, responsiveness, assurance, empathy, tangible. If you pay attention to the essence of this opinion, it will lead to improving the service, meaning an effort is made to provide the best service to the community that is in accordance with the expectations of fast, friendly, and fair and communicative service. Widjaya (2002:62) stated that the new paradigm that sees bureaucracy as a government organization, not only does the need for service to the community, but also provides encouragement and motivation for the development of the impact of community participation. So the bureaucracy is not expected to stay silent but should be able to provide bureaucratic performance for public services

To achieve a healthy Vision of Indonesia, namely improving the level of public health, through the empowerment of health institutions, the public, including the private and the public in general. Efforts to provide health services by protecting public health and ensuring the availability of plenary health efforts, evenly quality and equitable and evenly distributed throughout Indonesia. Ensure the availability and equalization of health resources. To create good governance, through the mission of improving community empowerment in health development through national and global cooperation, improving health services that are evenly distributed, affordable, quality and equitable, and evidence-based; with priority on promotive and preventive efforts, increasing health development financing, especially to realize national health social security, improving the development and utilization of health human resources that are even and quality. Increase the availability, equalization, and affordability of medicines and medical devices and ensure the safety, efficacy, benefits, and quality of pharmaceutical, medical devices, and food preparations, and improve accountable, transparent and effective health management in order to establish responsible health decentralization (Ministry of Health, 2013).

Existing Health Service Programs can be said to run smoothly, if the health problems encountered in the community no longer exist, such as malnutrition in toddlers in some places in Indonesia. His role is not just waiting for the patient to visit but visiting the patient and giving action until it is finished. Public expectations of public service satisfaction according to Kwame Owusu Kwateng et.al (2017) always expect indications with aspects of empathy, assurance, and responsiveness of service delivery. The public is dissatisfied with public services. Zeithmal, et.al (1990) stated that in assessing the quality of service, there are several measures of service quality, namely Tangible (real/tangible), Reliability, Responsiveness, Competence (competency), Access (ease), Courtesy (hospitality), Communication (communication), Credibility (trust), Security (security), and Understanding the Customer (Customer Understanding). However, in its implementation it is perceived that the dimensions of service quality that overlap with each other are associated with customer satisfaction.

Quality Health Services are far from the expectations of the community, as well as the growing

awareness of the importance of quality, then Health Law No. 36 of 2009 on health, previously the Government of the Republic of Indonesia sought to improve the performance of public services, especially in the field of health has been determined in the decree of the Minister of Health No. 741/Menkes/Per/VII/2008 on Minimum Health Service Standards in the District/City. In relation to public services of the health sector for the region, it is required to set service standards for certain types of basic services with performance indicators and deadlines for achievement. Based on this, it is interesting to review in the context of the theory and paradigm of bureaucratic organizations that are implementing decentralization in various aspects of the behavior of the Ministry of Health. The existence of the rule considering that health is a human right and one of the welfare elements that must be realized in accordance with the ideals of the Indonesian nation as referred to in Pancasila and the Constitution of the Republic of Indonesia year 1945, every activity in an effort to maintain and improve the highest level of public health is carried out based on nondiscriminative, participatory, and sustainable principles in order to establish Indonesia's human resources, as well as increase the resilience and competitiveness of the nation for national development, every thing that causes health problems in the Indonesian people will cause great economic loss to the country, and any efforts to increase the level of public health also means investment for the development of the country. Thus, every development effort must be based on health insights in the sense that national development should pay attention to public health and is the responsibility of all parties both the Government and the community.

In The Decree No. 63/Kep.M.PAN/7/2003, on the General Guidelines for The Implementation of Public Services, it is mentioned that public services by the government are distinguished into three groups of administrative services, namely service groups that produce the form of official documents needed by the public, service groups that produce various forms/types of goods used by the public, and service groups that produce various services needed by the public. Abdul Mahsyar (2011) the quality of service depends on the aspects of its implementation, human resources support, and institutional management. A new perspective for public services and good governance is considered most appropriate for the current conditions in dealing with public service issues in Indonesia, using models such as the exemplary citizen charter, the KYC (Know Your Customer) model. Public service in this case is understood as all activities carried out by educational institutions in order to destance the community as the implementation of the provisions of the legislation. In this case, there are at least three actors: policymakers, public service providers/implementers, and service recipients. In the dominant system of government, the formulation and implementation of public services is carried out by the government, and the community as the recipient of the service (Susanto:2005). However, public service by bureaucracy should be driven by the vision and mission of the ministry, but in reality it is driven by regulations and budgets that are not understood by the public because it is not socialized transparently (Dwiyanto, 2002).

Public bureaucracy implemented in autonomous regions, to provide services to the community. Although public bureaucracy has different characteristics to business organizations, but in carrying out its mission, objectives and programs adhere to the principles of efficiency, effectiveness, and placing society as a stakeholder that must be served optimally. Public service according to Prabha,et.al. (2010) a strategy is needed to know the level of public satisfaction. Public service, is a community right that basically contains principles: simplicity, clarity, certainty of time, accuracy, security, responsibility, completeness of facilities, and infrastructure, ease of access, discipline, courtesy of hospitality, and comfort. Tangkilisan (2005) stated that the public bureaucracy is not directly oriented towards the purpose of accumulated deity, but provides public services and becomes a catalyst in the implementation of development and implementation of state duties. The orientation on the ministry points to how much bureaucratic energy is utilized for the implementation of public services.

The Health Service Bureaucracy is one part of the government bureaucracy in Luwu Regency implemented by bureaucrats. The phenomenon that arises according to Dwiyanto (2006) is bureaucracy as supposed to provide services to the public, but the practice tends to prioritize its own interests, seek its own profit (rent sacking), maintain the status quo, and be resistant to change. The bureaucratic behavior expected by the people of Luwu Regency is how he should behave as a minister and a community servant, not show an attitude that only plays in power and strength. Public services in government agencies according to Susanto (2005) are undervalued in accordance with public expectations. One of the obstacles is the form of bureaucratic organization, so government bureaucracy is always the main highlight in every public service organization. The Implementing of Health Services is still not compliant with the standard stipulated in carrying out its duties. Deviation from the provision stipulated by acapkali without the consequences of the imposition of sanctions. According to Dwiyanto, Agus, et.al (2003) that the irregularities in the provision of public services can be caused by bureaucrats who are still fixated on the old paradigm as rulers, regulations or provisions that contain many weaknesses that encourage irregularities, users of public services also often take advantage of regulatory weaknesses and want to take shortcuts, and service users are still in a weak position. Kumorotomo (2005) some things why so many policies, programs, and public services are less responsive to people's aspirations, this is because the behavior of bureaucrats is still oriented towards power rather than to the public interest. Bureaucrats

position themselves as rulers. Paternalistic culture often also results in a decrease in the quality of public services, there is a gap between what policymakers decide and what the people want. In another view according to Ratminto and Atik SW (2005) that aspects of political change have an effect on the degree of public service.

The motivation of health services in Luwu Regency is the main factor and as the vanguard in public service. Especially for health workers. Luwu District Health Office invites health service officers to strengthen work motivation by conducting field technical training and guidance on state civil apparatus (ASN) health workers in the scope of luwu district government. This effort is a supply for health workers as the vanguard in improving the quality of Health Services in Luwu Regency. Dobre (2013) and Connie and Ismail (2015) motivated employees to improve performance and productivity. The strong influence of health workers' motivation on the performance of health centers in health services in Luwu Regency, is basically inseparable from the efforts of all elements in the ranks of Luwu District Health Office to develop motivation in order to implement Health Services to the community. This effort is certainly an appropriate action because of the existence of motivation in an organization, seen as an element that can lead to better performance or vice versa, or as an aspect required by all organizations because it is a central concept to improve performance in an organization. This in the direction of Neha and Avni (2017) strengthening employee motivation will result in stronger service performance. Thus, the existence of motivation as a psychological process, it is important to understand and grow in an organization, so that all elements in an organization (leaders and employees) synergize in the goal of the organization.

Low performance of Luwu District Health Service due to low motivation and behavior of health bureaucrats and advice and infrastructure. Luwu District Health Office openly acknowledges in terms of public services in the field of health luwu regency is still far from hope (Igaligopos.2019). There are two things that are the cause of the low public service, namely the quality of human resources services (HR) and the attention of health institutions. To improve the Health Service there must be an improvement in the quality of human resources, which has been very far from expected, but nevertheless the increase in hr coaching budget has been done. According to Asis in Igaligopos (2019), so far, there has been improvement in the physical health service, but the nonphysical Health Service is less noticed such as improving the quality of health resources considered still low, then Ismail in Igaligopos (2019) explained if budget problems should not always be an obstacle in public health services but some factors cause low public health services namely lack of regulation socialization, placement of health workers , low performance of health workers, the increasing practice of collusion and nepotism, and the absence of commitment let alone motivation for service improvement. Thus, the Luwu District Health Office can be said to be less innovative, and weak in the preparation of health service work programs, especially supervision of health servants and improvement of health care facilities.

Luwu Regency community asks health service bureaucrats to be more cultured to improve the performance of their services. The low performance of health services in Luwu District resulted in a reaction of public discontent. The behavior of bureaucrats in the Health Service in Luwu District attracts the attention of youth leaders and students in Luwu Regency, generally they demand a more cultured Health Service so that health servants and health institutions have a culture that cares about the community. Martinsons and Chong (1999) said that organizational culture creates a culture of change, especially in technology. That opinion means inwardly, the culture of the organization always leads to better change, and outwardly the culture is very dynamic towards its environment. This was demonstrated by the Luwu District Student Youth Association (IPMAL) which held the action at the Luwu Regional House of Representatives (DPRD) building, to demand the improvement of health services. In this action, figures in IPMAL highlighted the poor health services provided by luwu government-owned health facilities lately. Therefore, IPMAL urges an increase in

Health Services to the community. In addition, it also asks the District Government (Government) of Luwu to pay more attention to the less able people with severe diseases. As Nasril experienced, a child in Mario Village who suffered from a malignant tumor but the government seemed to pay less attention. Therefore, it is necessary to be cultured the care and innovation power of the health servants institution officials to help the community in the field of health.

The behavior of Health Service bureaucrats and the availability of health care facilities and infrastructure do not support the Local Government Program of Kabuoaten Luwu. Alexander.et.al (2006) said that motivation and performance can be influenced by the availability of work facilities and infrastructure. The availability of infrastructure is one indicator of the organization's ability to run its service operations. The motivation of work according to Brahmasari (2004) is measured by the work facilities. Many patients complained of low service performance at Batara Guru Regional Hospital (RSBG) Belopa, among them a neurologist absent on weekdays, while some patients from Suli Sub-district, complained that their feet could not function normally urgently asking for emergency services (Desy Arsyad,Tribunnews.com.2018). The condition made the regent of Luwu feel uneasy because the Health Service has not been optimally performed by Batara Guru Belopa Hospital (Palopo Pos.2017). The hope of the Regent of Luwu to health servants in Luwu Regency is to provide the best service to the community. But until now public complaints about the Health Service have

never stopped. Therefore, the regent of Luwu issued a permit for the opening of a private hospital to balance government hospital services. Almost. There are still many nurses at Batara Guru Belopa Hospital who have not felt that they are servants and servants of the community. Moreover, the health minister is a civil servant with the aim of serving the community. In addition, many patients complain about the facilities at Batara Guru Belopa Hospital, such as hot rooms, then unnatural toilets (Palopo Pos.2017).

Inadequate and malfunctioning health care facilities should make the patient's family spend the cost of transporting patients to the hospital even in emergency vehicles. This happens to the families of patients located in Latimojong District, Luwu Regency (Lukman Maddu bacapesan.com.2019). The availability of health services such as Indonesian Red Cross assistance ambulance (PMI) to serve the community is not functional to serve the sick. As a result, one of the residents of Pajang Village, Latimojong Sub-District, was forced to rent a hartop car to be taken to Batara Guru Regional General Hospital, Belopa. Although according to Marwan in Lukman Maddu bacapesan.com (2019), as a resident of Pajang Village, claimed to have contacted the Head of Puskesmas

Latimojong, but the car is elsewhere, so the road is taken by renting a hartop owned by the residents. Wahyuddin and Muryati (2001) that in addition to the quality of service, the means of work determine the satisfaction of the public, as for Muhaemin (2005) that the means of work affect public satisfaction. Azhar Kasim (2013) Facilities- Infrastructure can prevent corruption and improve the performance of services. With demkian then the existence of ambulance car facilities that should be standby at all times, to serve the citizens who need help, can not be utilized so that the community assesses the low facilities and infrastructure of the Health Service to meet the healthy expectations of its citizens.

The strong motivation of public servants is the main factor that makes strengthening the commitment to provide the best laynan to the people of Luwu Regency. According to Robbins (2003) there are several factors that affect employee performance, those factors are work ability, leadership, job quality, work ability, initiative, motivation, durability or reliability, quantity of work, and work discipline. Among these factors, according to Perry (1996) there are specific factors that affect the performance of government employees, namely the motivation of public services. The motivation of public service (MPP) is a form of encouragement owned by bureaucrats to serve the community by having trust, values, and attitudes that go beyond personal interests for the benefit of the organization, which can encourage employees to do good to others and contribute their dharma to the welfare of the organization and society.

According to Perry (1996) the dimensions of Public service motivation (MPP) are an interest in public policymaking, a commitment to the Influence of Service Motivation, public interest and obligations as a citizen, the nature of empathy, and self-sacrifice. Meanwhile, according to Robbins and Judge (2008) there are other factors that influence the performance of government employees, namely organizational citizenship behavior (OCB). OCB is a work behavior of employees in an organization that is conducted voluntarily outside of the work description stipulated to improve the progress of the organization's performance. And the indicator used in OCB is (1) altruism: the behavior of helping other employees without any coercion on organizational tasks. (2) courtesy: behavior alleviates work-related problems faced by others. (3) sportsmanship: abstinence makes the issues worse despite being irritated. (4) Civic Virtue: demonstrates voluntary participation and support for organizational functions both professionally and socially scientifically. (5) conscientiousness: performance of role prerequisites that exceed the minimum standard. The urgency of this research took the analysis unit on the Health Service, arguing that the Health Service is one of the very vital public services in Luwu Regency. It is

it is also a factor that influences the increase in the Human Resource Development Index in Luwu district. When compared to national IPM conditions in 2018 reached 71.39. This figure increased by 0.58 points compared to 2017. Meanwhile, IPM of Luwu Regency in 2018 was 69.60 points. Thus one of the indicators for researching the management of public services is through the Health Service

II. Rivew Literature

A. Public Service Performance

Public service performance is the behavior of government bureaucrats derived from government actors in forming a very broad basic concept of application (Dooren, Bouckaert, and Halligan, 2010). The concept of public service management performance was discussed at the OECD (Organization for Economic Co-operation and Development) countries forum, with a view to knowing there is no relationship between practical service achievement and public policy. Furthermore, indicators of public service performance according to Dooren, Bouckaert, and Halligan (2010), can be seen in terms of informative capabilities in the community, the ability to create concepts. The other side of the measure of public service performance is measuring the quality of performance, which is good for the poor achievement of practical services felt by a qualitatively measured society. If the quality of performance is to be achieved then what will be measured is the competence and capacity of the public service apparatus (Maxwell School of Citizenship and Public Affairs, 2002), although Dubnick's (2005) saw performance on the accountability side, while Ingraham (2005) and Bouckaert and

Halligan (2008) saw performance with changes made by bureaucrats and apparatus. Although Max Weber as the father of bureaucracy explains about bureaucratic practice including the oldest topics often discussed, and each community often associates with community organizations related to leadership, authority, position in the organization, labor, assignment, rule-breaking, procedure, method, culture, and tradition. Bureaucrats are the executors and executors of bureaucratic services, while bureaucracy is an organizational service that ensures the regularity, accuracy, and effectiveness of public services. The concept of public management concept developed around the 80s. marked by the emergence of the New Public Administration (Bellone, 1980) in Candler and Ventriss (2006), The New Science of Organizations (Ramos, 1981), and most recently around the 90s appeared in Candler and Ventriss (2006) a concept called New Public Management (Ferlie, 1996) in Tolofari (2005). In fact, it seeks to brighten the concept of government relations with the public and increase responsiveness to public needs, as well as institutionalize managerial practices in order to get used to carrying out an activity effectively, efficiently and rationally. The role of public management in a country is so vital that Karl Polanyi in Tolofari (2005) says that the economic condition of a country depends heavily on the dynamics of public management

Gray, Barbara (1989) in Ansell and Gash (2007) explains the role of public management in society to ensure the equalization of national income distribution to the poor in a fair way, protect people's rights to property ownership, and ensure freedom for the people to carry out their responsibilities, preserve the values of society's traditions that vary greatly

Dimock, Gladys Ogden and Dimock, Marshall (1969) divided the four components of public management: what the government did such as policy influence, political actions, the basics of authority, Organizational Facilities and Infrastructure, goal setting, administrative policy into plans, how the government organized the organization, personnel, financing, business, management structure in formal terms, how the administrators realized cooperation, how the government remained in charge of both executive, judicial and legislative oversight. Furthermore Dimock, Gladys Ogden and Dimock, Marshall (1969) divided the scope of public management consisting of public policy, public bureaucracy, Public management, Leadership, public service, staffing management, performance, and public management ethics

Osborn (2007) presented his paradigm namely Reinventing Government that the government should be catalytic, empower the community, encourage the spirit of competition, be mission oriented, focus on results and not the way, put the interests of customers first, be entrepreneurial, always strive to prevent problems or be anticipatory, decentralized and market oriented. Hood's New Public Management (NPM) paradigm presents seven doctrinal components: the utilization of professional management, the use of work indicators, greater use of control output, shift of attention to the smallest units, a shift to higher competition, a private sector-style emphasis on management practices, and an emphasis on discipline and higher savings in resource use.

Denhardt, Robert B. and Denhardt, Janet Vinzant (2003) The New Public Service (NPS) paradigm of public management consists of serving citizens rather than as customers, prioritizing the public interest, more appreciating citizenship than entrepreneurship, strategic thinking, acting democratically, recognizing that accountability is not an easy one, serving rather than controlling, appreciating people not just because of their productivity alone. Denhardt, Robert B. and Denhardt, Janet Vinzant (2000) to understand the development of paradigms in state management science, reviewed from a shift in locus and the focus of a discipline. Focus on questioning "what of the field" or the basic methods used or what scientific ways can be used to solve a problem. Meanwhile, locus includes "where of the field" or the field or place where the method is used or applied. Frederickson (1980) brought forth the New Public Administration management model. This paradigm is a critique of the old state management paradigm that tends to prioritize the importance of economic values such as efficiency and effectiveness as a benchmark for state management performance. According to the New State management paradigm, in addition to achieving efficiency and effectiveness also has a commitment to realize responsive and fair public management (social equity). In the 1980s – 1990s a new paradigm emerged with various designations such as 'managerialism', 'new public management', 'reinventing government', and so on. The paradigm of state management born in the 1990s in fact contains criticism of the management of the old model that is centralistic and bureaucratic. The basic idea of paradigms such as NPM and Reinventing Government is how to adopt a management model in the business world to reform bureaucracy to be ready for global challenges. In 2003, a New Public Service (NPS) paradigm was revealed by Denhardt and Derhart (2003). This paradigm criticizes the points of thinking of the pro-market state management paradigm. The main idea of the NPS paradigm is to realize the management of a country that values citizenship, democracy and human rights. To give an idea of the development of paradigms in the theory of state management.

Public satisfaction is a very important factor and the success of a public service, because the community is the consumer of the products it produces. According to Hoffman and Beteson (1997), Tampa customers meant the institution did not exist. Public satisfaction according to Mowen (1995) all public behavior towards the use of goods and services, therefore the achievement of fulfillment meets the needs and desires of the community so as to achieve community satisfaction and further in the future can be achieved community

loyalty. Because, if it is unable to meet the needs and satisfaction of the community so as to cause public dissatisfaction resulting in his community loyalty will be lost and switched to private services. According to Shaw, John. C (2003) there are two advantages of public services with the satisfaction of the community, namely cheap service costs, improving the competence of products, organizations, and strengthening strategies in the face of competition. To measure public satisfaction is used attributes that contain about how the community assesses a product or service that it reviews from a customer's point of view.

B. Government Bureaucracy

The ethics of government bureaucracy are very much related to the need for service to the people, not just for officials or officials. In the development of modern society according to Silo, Akbar (2005) bureaucratic ethics and public management ethics are mutually influencing each other. The ethics of government bureaucracy according to Gibson, James L, et.al. (1995) uses a public policy approach in the relationship between government and society. While public management ethics run the bureaucracy, it is vulnerable to problems that arise in bureaucratic ethics.

Dwiyanto, Agus, et.al(2002) said that government officials in carrying out government duties and providing services to the community are carried out with ethics in accordance with the expectations of the community, to maintain public trust in the government. Ethics is useful for assisting people in determining a moral response to a situation or unclear direction of action; lead the leadership in deciding what to do in different situations; and assist leaders in deciding how to respond to demands from different stakeholders of different organizations. Kumorotomo, Wahyudi (2005) said that the success of the government to prosper the people is determined by the managerial ability of the government in utilizing all potential optimally. The ethics of government bureaucracy are required to develop creative and innovative thinking to develop policies, programs and services to the community, as well as empower its productive assets such as human resources to improve people's well-being. Therefore, according to Dwiyanto, Agus, et.al(2002) the government is required to formulate various creative policies in order to respond to and anticipate the changing demands of society, the continuously changing development of the environment, and also the preparation of entering globalization with intense competition.

C. Public Service Quality Dimension

The quality of service provided to the community is not only aimed at providing satisfaction, but basing it on the general values of its governance. The quality of service is done not only oriented towards material commitment, but as part of the value given to the community. The benchmark for assessing the quality of services to the community is the standard of public service that has been set by the government against the type of service provided.

Parasuraman (1995) states that "The quality that a consumer perceives in a service is a function of the magnitude and direction of the gap between expected service and perceived service". This statement means that the quality is determined by the customer's perception of the fulfillment of his expectations. To provide services that are in accordance with the expectations of the community, what needs to be pursued is how to equate the perception between the waiter and the recipient of the service. Thoha, Miftah(1995), mentioned that one of the strategies and approaches in achieving professional and proportionate success is to do a perception between the waiter and the recipient of the service, namely the plenary service and not to make a claim. Excellent service excellence service always fosters a professionalism in the work for anyone and anywhere who applies it. Meaning the quality of service is a combination of art and knowledge in uniting perception. Gronroos, C (1982) said that the quality of service can be seen as the context of the art of tanning perception, which means that one's ability to perform services to others is based on instink, talent and experience.

D. Motivation

Motivation according to Linder (1998) as a psychological process that determines the usefulness and direction of behavior, the tendency to act in achieving certain unmet needs, an internal drive to satisfy unmet needs and a willingness to achieve them. While Nelson and Spitzer (2003) initiated human internal energy that encouraged humans to satisfy their needs, Mwangi (1994) considers it a psychological process in achieving goals, direction and intensity in behaving is the primary responsibility for different work outcomes and is also an important determining factor in measuring productivity. Motivation according to Mitchel et.al (2001) is also a process that explains an individual's intensity, direction, and perseverance to achieve his goals. According to Hersey and Blanchard (2005), motivation comes from the word motive, a person's main impulse of activity or strength from within that encourages a person to act in a certain way through actions that lead to the achievement of goals. A person's motivation depends on strong weak motives. Motive is defined as need, desire, encouragement, movement in a person. Motive arises, maintains activity and determines the direction of one's behavior Motivational theories are divided into two groups, namely content theory and process theory.

Satisfaction theory is a theory that bases on individual needs and satisfaction factors that lead to acting and behaving in a certain way. This theory focuses on factors in the person that corroborate, direct, support and stop his behavior. Classical Motivation theory by Taylor. This theory was put forward by Fredrick Wislow Taylor. According to this theory, the motivation of the workers is only to be able to meet the needs and satisfaction of biological only. Biological needs are the necessary needs to maintain a person's survival. This biological need will be met, if the salary or wages are given large enough. So if the salaries or wages of employees are increased then their morale will increase (Hasibuan,2003).

Maslow's Need Hierarchy Theory Theory is also called A Theory of Human Motivation, put forward by Maslow in 1943. The basis of this theory is that (a) man is a social being who desires; he always wanted more and continued until the end of life. (b) a satisfied need is not a motivational tool for the culprit: only unmet needs become motivational tools. (c) hierarchy needs as follows: (1) Physiological Need: (2) Safety and Security Needs: (3) Affiliation or Acceptance Needs (Belongingness): (4) Esteem or Status Needs: (5) Self Actualization (Hasibuan, 2003).

Herzberg's Two Factor Theory According to this theory the ideal motivation that can stimulate effort is "the opportunity to carry out tasks that require more expertise and opportunities to develop abilities". The interesting result of Herzberg's research is that when employees are satisfied with their work, that satisfaction is based on intrinsic factors such as the success of achieving an acquired recognition, the nature of the work done, the sense of responsibility, progress in the career, professional and intellectual growth experienced by a person. Conversely, if the Employee is dissatisfied with his/her work, the dissatisfaction is generally associated with factors that are extrinsic, meaning sourced from outside the employee's person, such as: organizational policy,

III. Research Method

Expansive research, which explains certain characteristics of a phenomenon, is used to obtain predictive indicators, in this study looking for findings of factors that influence the phenomenon of Health Services in the local government of Luwu Regency of South Sulawesi. The location of this research is in the luwu district of Sulawesi-selatan province. The population in this research is determined by all health service personnel in luwu district sejumlah 1,102 spread across 22 sub-districts in luwu regency. There will still be a large number of populations in this study then the sample sample using the slovin formula with a margin of error 5%. Based on the notation of a large formula of minimal research samples by Slovin above, then if the population is 1,102 people then the minimum sample will be studied with a margin of error of 5% so that the number of samples in this study is 294 health servants. Descriptive analysis methods and inference analysis

IV. Results And Analysis

Based on the way values are determined in the model, then the test of this first model is grouped into exogenous variables and endogenous variables (endogenous variables) and endogenous variables are variabelble) Exogenous variables are variables whose values are determined outside the model, whereas endogenous variables are variables whose values are defined equations or from established relationship models. Included in the group of exogenous variables are measurements of work environment, organizational culture, job satisfaction, while those classified as endogenous variables are employee commitment and performance. The model is said to be good when the development of hypothetical models is theoretically supported by empirical data. The results of the structural equation modeling (SEM) analysis in the initial stage can be seen in the following image.

SRUCTURAL EQUATION MODELING HEALTH SERVICE PERSONNEL PERFORMANCE Modification 1

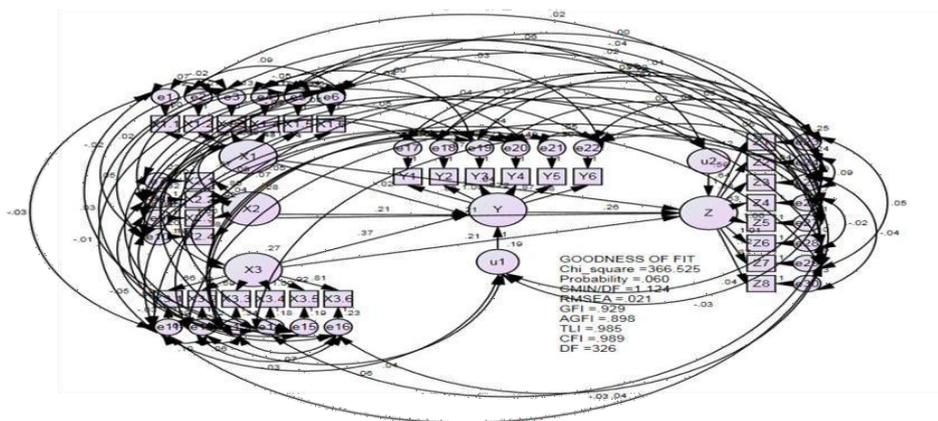
From the evaluation of the model shows from the eight models of goodness of fit indices criteria look there are still some not yet met the criteria, but looking at the number of indicators is relatively small namely 16 indicators ($12 < m < 30$), then there needs to be proof of whether there is a conformity between models with data through the fulfillment of the goodness of fit indices criteria so that modifications are made by making correlations between error indicators according to the instructions of modification indeces with the condition of modification is done without changing the meaning of the relationship between variables. The final result in line with the final model is as follows:

Table 1. Evaluation of criteria Goodness of Fit Indices Overall Model Early Stage

Goodness of fit index	Early Model Results	Cut-off Value	Description
X ² - Chi-Square	958,230 > (0.05:395) =442,340	Expected Small	Marginal
Sig. Probability	0.000	≥ 0.05	Marginal
CMIN/DF	2.426	≤ 2.00	Marginal
Gfi	0.823	≥ 0.90	Marginal
AGFI	0.792	≥ 0.90	Marginal
TLI	0.831	≥ 0.90	Marginal
Cfi	0.847	≥ 0.90	Marginal
.06 MILES AWAY	0.070	≤ 0.80	Good

The test results of the model presented in figure 4, above evaluated based on the goodness of fit indices on table 21, appear to have not met the criteria based on the goodness of fit indices so that the second stage is carried out

STRUCTURAL EQUATION MODELING
HEALTH SERVICE PERSONNEL PERFORMANCE
Modification 2



The test results of the model presented in figure 5, above are evaluated based on the goodness of fit indices on table 22, here with presented model criteria as well as critical values that have data conformity. Table 22. Evaluation of Goodness of Fit Indices Overall Model criteria

Table 2. Evaluation of Goodness of Fit Indices Overall Mode criteria

Goodness of fit index	Model Results	Cut-off Value	Description
X ² - Chi-Square	117.886 > (0.05:326) =366,525	Expected Small	Good
Sig. Probability	0.060	≥ 0.05	Good
CMIN/DF	1.124	≤ 2.00	Good
Gfi	0.929	≥ 0.90	Good
AGFI	0.896	≥ 0.90	Marginal
TLI	0.895	≥ 0.90	Good
Cfi	0.989	≥ 0.90	Good
.06 MILES AWAY	0.021	≤ 0.75	Good

From the evaluation of the model shows of the eight criteria goodness of fit indices all meet the criteria, so that the model as a whole can be said to have matched the data and can be in further analysis Of the evaluation of the model shows of the eight criteria goodness of fit indices all meet the criteria, so that the overall model can be said to be in accordance with the data and can be further analyzed Discussion of the results of this study is an explanation of the influence of each variable namely bureaucratic behavior, means and infrastructure, organizational culture, motivation and performance of health care workers in Luwu Regency observed, according to the results of the research analysis and outlined based on variable indicators, then supported by several relevant theories and some previous research, More details can be described as follows:

1. The effect of biracial behavior on work motivation.

The results of the study have proven that bureaucratic behavior variables negatively affect and are insignificant to work motivation. This has implications that indicators of bureaucratic behavior variables have not been able to contribute positively to the motivation of health care workers in Luwu Regency. The Health Service Bureaucracy is one part of the government bureaucracy in Luwu Regency implemented by bureaucrats. The bureaucratic behavior expected by the people of Luwu Regency is how he should behave as a minister and a community servant, not show an attitude that only plays in power and strength.

Public service in the body of government agencies according to Susanto (2005) is judged to be less able to fulfill its duties in accordance with public expectations. One of the obstacles is the form of bureaucratic organization, so government bureaucracy is always the main highlight in every public service organization. The Implementing of Health Services is still not compliant with the standard stipulated in carrying out its duties. Deviation from the provision stipulated by acapkali without the consequences of the imposition of sanctions. Weber (1948), an ideal bureaucratic organization, included structural characteristics, legislated rules, regulations, and standardized procedures and the direction of action of organization members in achieving organizational duties. Weber describes the development of a specific set of rules and guidelines for planning organizational tasks and activities. Specialising in the role of organization members provides opportunities for the worker division to simplify the worker's activities in completing complex tasks. By breaking down complex tasks into specific activities, workers' productivity can be improved. The hierarchy of formal organizational authority and the legitimacy of an organization member's power role are based on the expertise of individual office holders, helping to direct intra-personal relationships among members of the organization to complete organizational tasks.

The work of qualified personnel is based on the technical capabilities they have and the ability to carry out the tasks charged to them. Managers must logically evaluate the requirements of job applicants, and qualified individuals can be given the opportunity to do their job for the sake of the company. Able to exchange responsible personnel. Being able to exchange this emphasizes the importance of the relative task of the organization to be compared to the members of a particular organization carrying out its duties. Impersonality and professionalism in intra-personnel relationships between members of the organization direct individuals into the performance of organizational tasks. In principle, members of the organization should concentrate on the organization's goals and put their own goals and needs first. Again, it emphasizes the high priority of the organization's duties in its comparison with the low priorities of individual organizational members.

2. The effect of facilities and infrastructure on work motivation

The results have proven that variable means and infrastructure have a positive and significant effect on work motivation. This has the implication that the better facilities and infrastructure will provide high work motivation to the health care workforce in Luwu Regency. Utilization of facilities and infrastructure is carried out by health care workers in Luwu Regency to provide services to patients to the maximum so that patients are motivated and easier to receive services performed by health care workers. Variable utilization of facilities and infrastructure is seen in 5 indicators namely Policy, implementation, Availability, Adequacy, Precise use of tools.

The five indicators of utilization of facilities and infrastructure have ideal score scoring and achievement of different scores. The most affecting indicator of utilization of facilities and infrastructure is that the availability indicator of the facility is very important when blinded. In accordance with the results of the analysis, the fact in the field when conducting the research is seen that the service personnel are motivated to work, hospitals, health centers, buildings and clean rooms of vehicle parking spaces arranged neatly two-wheeled vehicles and four each place,

Meanwhile, related to the utilization of existing fire disaster management facilities and infrastructure, in this case it can be seen that its utilization before the disaster occurs still needs to be improved. As it is known that preparedness to deal with disasters in this case is an action that must be pursued. That is, disaster preparedness does not just grow but requires effort to achieve it. The main goal of establishing disaster preparedness is to foster toughness when disasters occur. 10 This toughness can certainly only be prepared in the moments before a catastrophic event actually occurs. This is the underlying need to optimize the utilization of facilities and infrastructure before emergencies occur. Especially through training on the use of facilities and infrastructure as well as simulations that resemble the conditions of disaster.

Simulation of the use of facilities and infrastructure needs to be done to ensure that every employee in the hospital has an understanding of it. The ability to use fire disaster management facilities and infrastructure by every employee will be very beneficial if the disaster actually occurs because every employee becomes better prepared to contribute in an effort to minimize the number of casualties. Therefore, both medical and non-medical staff must have the basic ability to use these facilities and infrastructure. Meanwhile, simulations

resembling real disaster conditions in this case are necessary to train the mental readiness of hospital employees. As it is known that the condition of the fire disaster is very likely to cause panic for the employees. Therefore, if the simulation is only done under normal conditions then mental readiness is not trained enough. As a result, when a fire disaster occurs and the employees experience panic, then the theory of fire disaster management given during normal simulation will be difficult to practice. It is this condition that encourages the need for simulation with a state resembling a real disaster

The results of this study support and strengthen the results of previous studies such as research conducted by Hidayatulloh, I.B.M (2019). Berda with the results of research conducted by Fragawaty, 2019) stated that the means and infrastructure are not significant to motivation.

3. The influence of organizational culture on work motivation

The results of the study have proven that the cultural variables of the organization have a positive and significant effect on the motivation of the work, the better the culture of the organization then the higher the level of work motivation that employees have, This gives the implication that indicators of the cultural variables of the organization are able to contribute positively to the motivation of the workforce temaga health service in Luwu Regency The culture of the organization is the pattern of value created from members of that organization , it is then seen as a shah-accepted step and can be used as an indicator to solve problems. Sigler and Pearson (2000), and Schein (1985, 1992) that the value created, then believed in that value, would be a bond for fellow workers to be strategised in achieving the goal. Strong togetherness according to Marcoulides and Heck (1993) can create value that needs to be maintained. The value of a togetherness in a positive sense is difficult to create because of different interests, so it is necessary toyamaan the vision and mission that must be lived together. Organizational cultural development, in line with environmental changes. A good organizational culture is more flexible to adapt to environmental changes, meaning it is not rigid and evolving. The culture of the organization itself is measured externally, and measured internally. According to Martinsons and Chong (1999) that organizational culture creates a culture of change, especially in technology. That opinion means inwardly, the culture of the organization always leads to better change, and outwardly the culture is very dynamic towards its environment.

Organizational culture can realize value in the form of quality and practical management implementation. Sousa- Poza, Nystrom, and Wiebe research, (2001) that every organization should have an organizational culture that supports the implementation of better work. Some research identifies the cultural character of organizations that can create better work implementation. Prajogo and McDermott (2005) Cultural organizations that create good work implementation consists of several indicators, namely group culture, Developmental culture developmental culture, and rational culture culture. All of these indicators are very decisive in the creation of a healthy organizational culture. Furthermore Prajogo and McDermott (2005) said that there is an unhealthy organizational culture that adheres to the term hierarchical culture that always sees the level of seniority, age, and rank, and ignores the goals of the organization itself.

The same result was found by Mohamed and Abukar (2013) that the culture of the organization had a positive and significant impact on employee performance The statement was reinforced by the findings from Njugi and Nickson (2014), that the culture of the organization has a positive and significant impact on employee performance, where a stronger culture will provide direction and value for employees in the organization to perform tasks and work , so that employee performance becomes increasing.

4. The effect of work motivation on the performance of health care workers

The results have proven that work motivation variables have a positive and significant effect on the performance of service personnel. This gives the implication that the higher the motivation of the work will improve the performance of health care workers in Luwu Regency indicators of bureaucratic behavior variables have not been able to contribute positively to the motivation of the health service temaga workforce in Luwu Regency,

David McClelland explains about one's desire to achieve high performance. The results of research on the motivation of achievement show the importance of setting targets or standards of success. Employees with high-achieving motivation will have a high desire to work. Employees are more concerned with satisfaction when a target has been achieved than a reward for that performance. This doesn't mean they don't expect rewards, but rather they like challenges.

Achievement motivation that includes personal responsibility, the need to achieve achievement, feedback and take moderate risks. The need for power motivation, which includes competition, affects others. Affiliation motivation that includes friendship, cooperation and feelings of acceptance.

In a work environment, the three kinds of needs are interconnected, because each employee has all these needs at different rates. A person can be trained to improve one of these three needs factors. For example,

to increase the need to achieve work, employees can sharpen the level of achievement needs by lowering the needs of others.

Manullang (2001:194) motivation is a job done by a manager to inspire, encourage and encourage others. In this case, the employees to take action, this encouragement aims to encourage the employees so that they are excited and can achieve the results as desired from those employees. Employees are one of the key companies in the effort to develop themselves. The existence of employees is absolutely necessary to build a maximum performance so that the company's goals are achieved. Maximum performance can be measured based on high capability. The higher the level of work ability indicates that the company's performance is getting better. Therefore, if the employee is properly noticed, of course a company will be more advanced and growing. The performance itself can be interpreted as the number of results achieved by an employee within a certain period of time. In general performance contains a sense of comparison between the results achieved and the overall resources used. According to Gibson (in Warsito, 2008:99), individual performance is influenced by motivating factors, ability, and work environment. On the basis of the above understanding, it can be drawn the understanding that one of the efforts to improve employee performance is to provide work motivation to employees. According to M. Manullang (2001:194) motivation is a job done by a manager to inspire, encourage and encourage others. In this case, the employees to take action, this encouragement aims to encourage the employees so that they are excited and can achieve the results as desired from those employees. Theoretically, work motivation can be implemented consisting of existential needs, relationship needs, growth needs (Warsito, 2008:105).

On the basis of research conducted, the policy provides motivation for work in PT. Kebon Agung Kebon Agung Malang Sugar Factory is seen as appropriate so as to improve employee performance. The provision of work motivation is directed at fulfilling the physical and mental needs of employees and their families so that it will be able to create calm, work spirit, dedication, discipline, and employee loyalty towards the company so that labour turnover is relatively low. Understanding the role of work motivation in improving employee performance leads to an understanding of how important work motivation is as part of the company's efforts to improve employee well-being that ends in improved performance. With high performance in each aspect according to the field of duties and responsibilities of employees, will create a good synergy within the company. This will make the company able to compete and grow for the sake of the company's own progress. Dobre (2013), Cucu-Ciuhana and Alexandru (2014), Pahri Yamsulet.et.al. (2013), Imran Malik,et.al (2011), Connie and Ismail (2015), Irum,et.al (2014), Belly (2015), and Neha and Avni (2017), Connie Bao and Ismail Nizam (2015), Dobre, Ovidiu-Iliuta (2013), Hani Sakina Mohamad Yusof ,et.al. (2017)

5. The effect of bureaucratic behavior on the performance of health care workers

The results have proven that the variable behavior of the bureaurasi has a positive and insignificant effect on the performance of health care workers. This has the implication that the better the behavior of the organization the more the performance of health care workers. This is in line with the opinion of lupiyoadi experts, Rambat (2001:148) namely "the ability of an organization to show existence to external parties. The appearance and capability of the physical facilities and infrastructure of the organization and the state of the surrounding environment is a tangible proof of the services provided by the service provider, which includes physical facilities (buildings, warehouses, etc.), equipment and equipment used (technology), as well as the appearance of its employees". Direct evidence in Fandy Tjiptono (1996) is "physical evidence of services, can be physical, used equipment, physical representation of services (e.g., plastic credit cards)". Meanwhile, Kotler (1997:53) revealed that direct evidence is "physical facilities and equipment as well as the appearance of professional employees".

The results of this study in accordance with the opinion stipulated by Kumorotomo, Wahyudi (2005) said that the success of the government to prosper the people is determined by the managerial ability of the government in utilizing all its potential optimally. The ethics of government bureaucracy are required to develop creative and innovative thinking to develop policies, programs and services to the community, as well as empower its productive assets such as human resources to improve people's well-being. Therefore, according to Dwiyanto, Agus, et.al(2002) the government is required to formulate

creative policies in order to respond to and anticipate the changing demands of society, the continuous development of the environment, and also the preparation of entering globalization with intense competition. This research reinforces research conducted by Samiruddin and Yasir (2016), Dobre (2013)Matte(2017),Imran and Daniel (2016),Muhammad Yusuf,et.al (2016), Hicks, H.G and Ray Gullet, G. (1996), Barnes (2003) Kotler (2003), Gummesson in Tjiptono and Chandra (2005), Wahyuddin and Muryati (2001), Susanto (2001), Gunawan (2003) Muhaemin (2003) 2005) DuBrin (2005) Siagian (2002) Mintzberg in Luthans (2002) and Sutiadi (2003) ,Yasin (2001), and Anoraga et al. (1995) in Tika (2006).

6. The effect of facilities and infrastructure on the performance of health care workers

The results have proven that variable facilities and infrastructure have a positive and significant effect on the performance of service personnel. This gives the implication that indicators of variable facilities and infrastructure are able to contribute positively to the performance of health care workers in Luwu Regency, can be seen from the respondent's response to variable facilities and infrastructure with an average of 4.16, meaning that the number of respondents as many as 294 people expressed agreeing from all statements presented on the questionnaire, that is how respondents responded to the performance of health service workers in Kabupaten Luwu. The Luwu Regency Government has prepared sufficient health care facilities and infrastructure. Public service performance according to Klein and Sorra's (2001) is highly determined by the availability and adequacy of work facilities, as an indicator of enabling in an organization, because Klein and Sorra's say that indicators of means and infrastructure are availability, adequacy, and appropriate use of a work equipment. Support of organizational facilities and infrastructure according to Shortell et al (1995) is seen from two indicators of implementation policy and practical policy. The local government of Luwu Regency has also implemented the policy in question, because the policy aims to support the procurement of the facilities and infrastructure of the work, also aims to regulate its utilization. This research shows that the quality of facilities and infrastructure to the performance of health care workers both in theory and the survey results can be proven by the analysis of the structural equation model by correlated indicators of exogenous variables with endogenous giving maximum results. (Tjiptono and Chandra, 2005), Oliver in Barnes (2003), Imran Malik, et al (2011), Gummesson in Tjiptono and Chandra (2005), Wahyuddin and Muryati (2001), Muhaemin (2005), and Azhar Kasim

7. The influence of organizational culture on the performance of health care workers

The results have proven that organizational cultural variables have a positive and significant effect on work motivation. This has implications that indicators of the cultural variables of the organization are able to contribute positively to the performance of health care workers in Luwu Regency. This shows that the higher the Organizational Culture, the more it will improve the performance of health workers. If the culture of the organization consisting of group culture, development culture, rational culture of law-abiding culture, culture of tolerance, culture of responsibility can be fulfilled will improve the performance of health workers di

Luwu Regency. In this case, the culture of the organization in puskesmas is strong and encourages its employees to continue to improve performance. Based on the tabulation of answers from respondents it can be known that the average results of organizational cultural variables are high. This indicates that the culture of the organization located in the health service personnel in Luwu District encourages its employees to improve their performance in providing the best service for visitors and in accordance with the operational standards of procedures of the Luwu District Health Office.

It seems that Robbins and Coulter if an organization has a strong culture, employees will give greater loyalty than those in organizations with weak cultures.

It seems that Robbins and Coulter if an organization has a strong culture, employees will give greater loyalty than those in organizations with weak cultures. It can be concluded that the hypothesis built in this study has consistency and similarities to strengthen the findings of previous research, namely Fahreza research and friends that organizational culture positively affects employee performance.

Fakhar et al (2012), Cucu-Ciuhana and Alexandru (2014), Pahari Yamsulet, et al. (2013), Waheed Ali Umrani, et al. (2017), Hani Sakina Mohamad Yusof, et al. (2017), Waheed et al (2017), Mariama and Wilberforce (2013), Cooper (1994), Sousa-Poza, Nystrom, and Wiebe, (2001), Prajogo and McDermott (2005), Sigler and Pearson (2000), Schein (1985, 1992) Marcoulides and Heck (1993), Waldman (1993), Martinsons and Chong (1999), and Brahmasari (2004).

8. The effect of biracial behavior on the motivation of work and the performance of health care workers.

The results have proven that bureaucratic behavior variables have indirectly had a positive but insignificant effect on the performance of service personnel through work motivation. This gives the implication that indicators of organizational behavior variables namely Directive Behavior, Supportive Behavior, Participatory Behavior, Achievement Oriented Behavior, Achievement Oriented Behavior of the five indicators provide a mean value of 4.27 this proves that the perception of the respondents of a total of 294 people gives respondents agree to bureaucratic behavior, indicators of the performance of the health care workforce namely Patient satisfaction, Quality of work, Quantity of work, Creative, Productive, Daring to Take Risks, Protect, Wise based on the respondent's response gives a mean value of 4.16 means based on the respondent's response to agree.

Indicators of bureaucratic behavior, work motivation and performance of health care workers after correlated each indicator based on modification indices Structural Equation Modeling with software Analysis of Covariance Structures (Amos) has not been able to provide a significant effect in improving the performance of

health care workers in Luwu Regency. However, it appears that the motivational variable as an intervening variable cannot mediate the bureaucratic variables and performance variables of health care workers so it can be concluded that these three variables have indicators. According to the results of the analysis, the fact that the field when conducting this study appears that basically bureaucratic behavior has not been supported as well as the means and infrastructure

incomplete work when compared to the breadth and number of residents to be served. This can be seen from the capacity of the service room which is still very small. The facilities of the building are less supportive, where the function of the room is used as an administration room as well as a patient examination room. In addition, there is still a health center that does not have proper laboratory facilities, accompanied by toilet facilities and clean water sanitation, this is one of the causes of work motivation not being able to mediate bureaucratic behavior towards the performance of health care workers in Luwu Regency. This is in contrast to Matthe's 2017 opinion that bureaucratic behavior can coordinate all bureaucratic apparatus to achieve the performance of public service organizations. Imran and Daniel (2016) autonomous bureaucratic management can speed up the completion of work in public services by government employees.

9. The effect of facilities and infrastructure on the motivation of work and the performance of health care workers.

The results have proven that variable facilities and infrastructure have indirectly had a positive and significant effect on the performance of service personnel through work motivation. This shows that the more complete the facilities and infrastructure, the more it will improve the performance of health care workers. If the facilities and infrastructure consisting of implementation policy, Availability, Adequacy, Appropriate, fulfilled tools will improve the performance of health workers in Kabupate Luwu Hasibuan (2010:141) argue that work motivation is very important for employees because with work motivation it is expected that individual employees will work hard and enthusiastic to achieve high work productivity. With regard to Sunyoto Motivation (2013: 1) stated work motivation is as a condition that encourages the desire of the individual to do certain activities to achieve his/her wishes. The means and prasarna constructs have a high average value meaning that most respondents rate that the indicators of the means and infrastructure are good (satisfactory, or often applied) in associate with loading factor, loading factor is a large correlation between indicators and latent constructs. In many social studies, measurements of a construct are very often done indirectly through its indicators. Indicators with high loading factors have a higher contingency to explain the latent construct. On the other hand, indicators with low loading factors have weak contributions to explain their latent constructs. In most reference weight factors of 0.50 or more are considered to have validation strong enough to explain latent constructs (Hair et al, 2010; Ghozali, 2008). Indicators have high loading factor and high average. High loading factor is interpreted that the observation results in this indicator are very varied or "uneven". There are respondents who have very high scores and some other respondents have very low scores. The trend in general with a high average can be interpreted that the main indicators of latent constructs have been rated well by most respondents so it is appropriate to continue to maintain or "keep up the good work".

10. The influence of organizational culture on the motivation of work and the performance of health care workers.

The results have proven that bureaucratic behavior variables have indirectly had a positive and significant effect on the performance of service personnel through work motivation. This gives the implication that indicators of organizational cultural variables namely group culture, development culture, rational culture of law-abiding culture, culture of tolerance, culture of responsibility well implemented will improve the performance of health care workers in Kabupate Luwu Cultural organization is a pattern of value created from members of that organization, then seen as a shah accepted step and can be used as an indicator to solve problems. Sigler and Pearson (2000), and Schein (1985, 1992) that the value created, then believed in that value, would be a bond for fellow workers to be strategised in achieving the goal. Strong togetherness according to Marcoulides and Heck (1993) can create value that needs to be maintained. The value of a togetherness in a positive sense is difficult to create because of different interests, so it is necessary to toyamaan the vision and mission that must be lived together.

The culture of the organization is related to the context of its organizational development, meaning the culture is rooted in the history of the organization, believed together and not easily manipulated directly (Schenieder, 1996, in Suhartono Cahyono 2005). According to Stoner in Waridin & Masrukin (2006), culture (cultur) is a complex combination of assumptions, behaviors, stories, myths, metaphors and various other ideas that become one to determine what it means to be a member of a particular society. Organizational culture or corporate

culture is often interpreted as values, symbols of symbolism that are understood and adhered to together, which belong to an organization so that members of the organization feel oneluga and create a condition that members of the organization feel differently from other organizations Based on the results of mccllland research, Edard Murray, Miller and Gordon W, 2002), concluded that there is a positive relationship between the motivation of achievement and achievement. This means that high-achieving managers tend to have high work performance, and vice versa if those whose work performance is. low are possible due to low-achieving motivation (Anwar P.M., 2004). The organization's cultural and motivational relationship with the performance of health care workers is constantly surrounded by organizational culture. Organizational culture forms a background related to the environment, working conditions, attitudes, behaviors, and perceptions of employees in the organizations in which they work. Behaviour is part of a culture that deals with performance because by behaving one will be able to obtain what He wants and what He expects. The behaviors generated by the employee are the result of the motivation he gets in the organizational environment. In Kotter and Heskett's research of 207 companies in the world whose activities are located in the United States obtained four conclusions that have been summarized (Moh.Pabundu Tika, 2006: 139) among others, the culture of the organization can have a meaningful impact in the performance of the organization long term. Organizational culture may be an even more important factor in determining the organization's success in the decades to come. A culture that numbers performance results in negative performance impacts for a variety of reasons. The main reason is the tendency to discourage organizations from accepting the necessary changes in tactics and strategies. Organizational cultures that hinder the improvement of long-term performance are quite numerous, cultures easily developed even in organizations full of clever and common-sense people. Cultures that encourage inappropriate behavior and inhibit changes toward more precise strategies tend to emerge slowly without being targeted for years, usually when organizations are working well. While it's hard to change, organizational culture can be created to be more performance enhancing. Kotter and Heskett (1997: 70) also said that: A strong culture can produce effects that greatly affect individuals and performance, even in an environment where competing influences can be greater than other factors such as organizational structure, financial analysis tools, leadership and others. An organizational culture that easily adapts to adaptive times is what can improve performance.

VI. Conclusions And Suggestions

Based on the analysis of the results and discussion of research on the influence of Bureaucratic Behavior, facilities and infrastructure and organizational culture on the motivation of work and performance of health care workers, it is concluded that: (1) Directly the behavior of bureaucracy negatively and significantly affects motivation. This shows that the more bureaucracy that health care workers do, the less motivation they work.(2) Directly the facilities and infrastructure have a positive and significant effect on work motivation. This indicates that although hospitals and health centers have incomplete advice and infrastructure where researchers conduct research health care workers still have high work motivation.(3) Directly the culture of the organization has a positive and significant influence on work motivation. This means that the program of application of organizational culture in accordance with the oprasional standards of the health office in Luwu Regency.(4) Directly the motivation has a positive and significant influence on the performance of health care workers. This means that the better work motivation will improve the performance of health service workers (5) Directly bureaucratic behavior has a positive and insignificant influence on the performance of health care workers. This means that the bureaucratic behavior applied has not been able to significantly affect the performance of health care workers.(6) Directly the facilities and infrastructure have a positive and significant influence on the performance of health care workers. This is a sign that although the facilities and infrastructure of hospitals and health centers are not complete, health care workers continue to improve their performance.(7) Directly the culture of the organization has a positive and significant influence on the performance of health care workers. It is clear that a good organizational culture can improve the performance of health care workers.(8) Indirectly, bureaucracy has an insignificant effect on the performance of health care workers through work motivation. This means that work motivation variables as intervening variables cannot mediate bureaucratic variables and healthcare personnel performance variables.(9) Indirectly the facilities and infrastructure of health care workers through work motivation have a positive and significant influence on the performance of health care workers. This means that the variable motivation of work as an intervening variable is able to mediate the variables of means and infrastructure and performance variables of health care workers.(10) Indirectly the organization's culture of health care personnel performance through work motivation has a positive and significant influence on the performance of health care workers. This means that work motivation variables as intervening variables are able to mediate organizational cultural variables and health care worker performance variables.

Based on the results of the research and conclusions that have been presented then further put forward some suggestions as giving bureaucratic behavior negative and significant effect on work motivation so that it is suggested that the implementation of bureaucratic behavior should better understand the ability of health care

workers to be seen from the resources owned, in instructing a task to the service personnel should provide a prior explanation to the health care workers, it is done to reduce the level of error in carrying out the task and delegate of authority given should be in accordance with the task and function a health care professional.

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