

THE INFLUENCE OF SELF-EFFICACY AND COMPENSATION ON THE PERFORMANCE OF FAMILY HOPE PROGRAMME ASSISTANTS WITH MOTIVATION AS A MEDIATING VARIABLE

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Abstract

This research aims to test and analyse the effect of *self efficacy* on the motivation of PKH assistants, the effect of compensation on the motivation of PKH assistants, the effect of motivation on the performance of PKH assistants, the effect of *self efficacy* on the performance of PKH assistants, the effect of self efficacy on the performance of PKH assistants mediated by motivation and the effect of compensation on the performance of PKH assistants mediated by motivation. This type of research is quantitative research. Using descriptive analysis method and hypothesis testing using *SEM-PLS* with a sample of 41 respondents consisting of Family Hope Programme facilitators in Tojo Una-Una District. The results of the analysis show that (1) *Self efficacy* has a positive and significant effect on the motivation of PKH assistants. (2) Compensation has a positive and significant effect on the motivation of PKH assistants. (3) Motivation has a positive and significant effect on the performance of PKH assistants. (4) *Self efficacy* has a positive and significant effect on the performance of PKH assistants. (5) Compensation has a negative and insignificant effect on the performance of PKH assistants. (6) Self efficacy has a positive and significant effect on the performance of PKH assistants mediated by motivation. (7) Compensation has a positive and significant effect on the performance of PKH facilitators mediated by motivation.

Keywords : *Self Efficacy, Compensation, Performance, Motivation*

INTRODUCTION

The human resource (HR) is a resource used to drive and synergise other resources to achieve organisational goals, so it requires human resources who have a high level of knowledge, creativity, skills, and enthusiasm, to realise organisational goals. One of the main aspects related to human resources is performance. In poverty reduction programmes, especially the Family Hope Programme (PKH), human resources who carry out their roles and functions in poverty reduction efforts, namely assistants in the Family Hope Programme. The Family Hope Programme is a social protection programme which is one of the implementations of poverty reduction strategies in the form of social assistance for poor and vulnerable poor families with certain requirements where they are registered in the Integrated Social Welfare Data (DTKS). Through a survey conducted by the Ministry of Social Affairs, it was found that as many as 60% of the first batch of PKH beneficiaries (in 2007) were still in the poor category. These KPM should have graduated with a better standard of living in 2014. Independent prosperous graduation is the end of membership from KPM PKH due to improved living standards, so it is not eligible for PKH assistance (Kementerian Sosial RI, 2020).

The Family Hope Programme in Tojo Una-Una District has been in existence since 2013, but from year to year the number of KPM who have graduated to independent prosperity is still very low when viewed with the length of time this programme has touched the Tojo Una-Una community. One of the things that also causes the small number of KPM to graduate to prosperity is the performance of PKH social assistants who are still considered insufficient in realising the objectives of the Family Hope Programme. In the Technical Guidelines for Graduation of Beneficiary Families (KPM) of the Family Hope Programme in 2020, the performance standard of PKH implementing human resources is empowered KPM Graduation. A total of 2 (two) assistants out of a total of 41 (forty-one) existing assistants, have succeeded in encouraging KPM in their fostered areas to apply for independent prosperous graduation. From the initial interviews, it can be concluded that the thing that encourages success in this independent welfare graduation is the confidence in the ability of the facilitator to be able to invite KPM to graduate. Meanwhile, 39 (thirty-nine) other assistants complained about the lack of compensation received, both salary from the Ministry of Social Affairs and incentives in the form of field operations from the local government, which are divided based on the work area.

(Mangkunegara, 2017) defines employee performance (work performance) as the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. It is further explained that 'performance is the achievement of individuals and organisations from the tasks assigned to them based on their experience, skills, seriousness, and time' (Noermijati et al., 2023). A person can achieve performance based on skills. Skills are needed in carrying out tasks as PKH assistants, especially in communicating with KPM which will increase self-efficacy. In addition, performance is said to be influenced by self-efficacy, where self-efficacy can influence a person's choice of activities. Research conducted by (Satria, 2022) and (Fahmi, 2021) found that self efficacy has a positive and significant effect on performance. However, different results from research (Ali & Wardoyo, 2021) found that self efficacy has no effect on performance. Self efficacy according to (Fattah, 2017) is part of a person's personality attitude related to personal beliefs about competence and self-ability. The importance of self efficacy will affect the effort required and ultimately be seen from performance.

Individuals who have a high level of self-efficacy tend to be more motivated and productive. Motivation is a self-growing drive that comes from both inside and outside himself to do work with high enthusiasm and use all the abilities and skills he has to achieve satisfaction in accordance with what he wants (Ansory & Indrasari, 2018). High motivation and good productivity can result in better performance, which is often an important factor in determining compensation.

According to (Hasibuan, 2021) compensation is all income in the form of money, direct or indirect goods received by employees in return for services provided to the company. The type of compensation provided can take the form of financial and non-financial compensation. Although compensation is not the only factor that affects performance, it is recognised that compensation is one of the determining factors that can drive employee performance. Research (Hartina et al., 2021) found that compensation has a significant effect on employee performance. However, in contrast to the results of research conducted (Sedarmayanti et al., 2020) which found that compensation has no effect on performance.

From various empirical studies and existing research gaps, it is also necessary to conduct research with the aim of (1) To determine and analyse the effect of self-efficacy on the motivation of Family Hope Program Facilitators. (2) To determine and analyse the effect of compensation on the motivation of Family Hope Program Facilitators. (3) To determine and analyse the effect of motivation on the performance of Family Hope Program Facilitators. (4) To determine and analyse the effect of self efficacy on the performance of Family Hope Program Facilitators at the Social Service, Women's Empowerment and Child Protection of Tojo Una-Una District. (5) To determine and analyse the effect of compensation on the performance of Family Hope Program Facilitators. (6) To determine and analyse the effect of motivation

as a mediator of self-efficacy on the performance of Family Hope Program Facilitators. (7) To determine and analyse the effect of motivation as a mediator of compensation on the performance of Family Hope Program Facilitators

RESEARCH METHOD

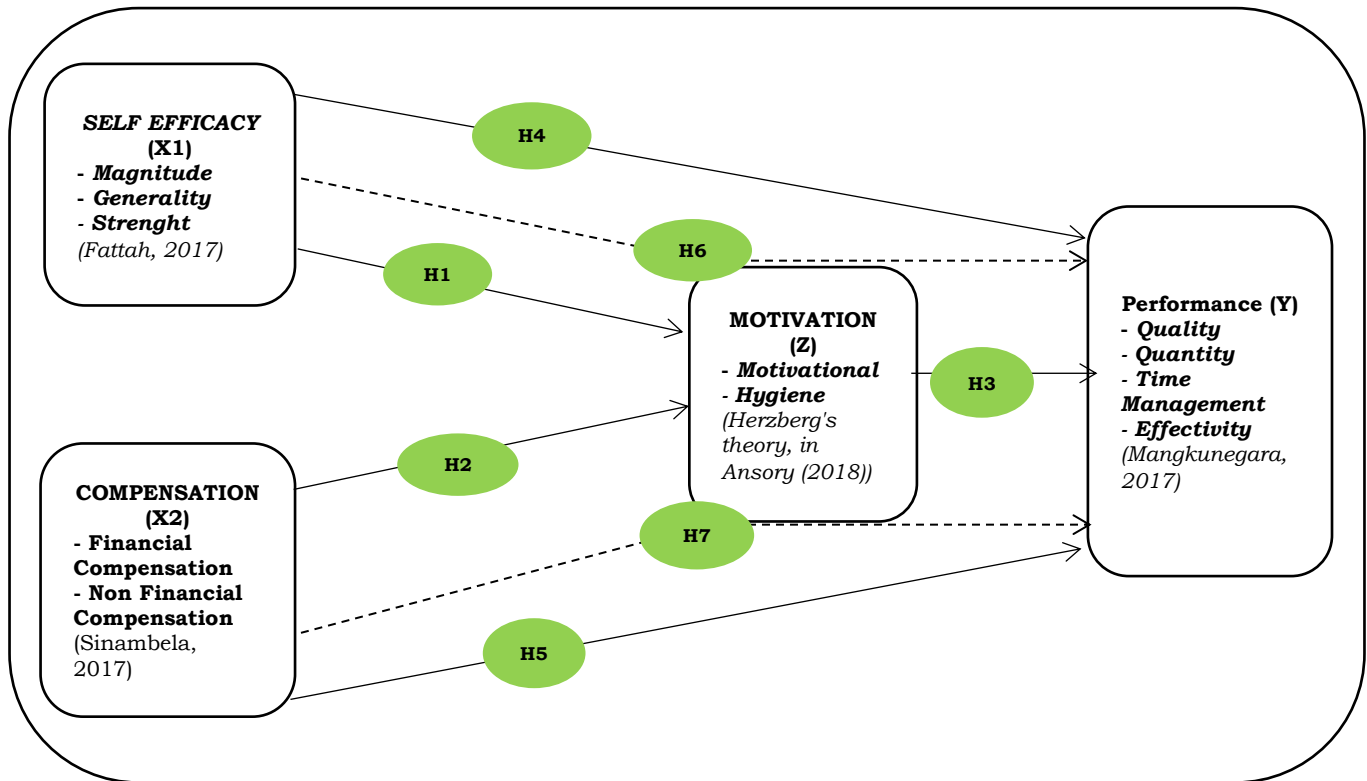


Figure 1. Research framework

Description :
 —————> : Direct effect
 - - - - -> : Indirect effect

Based on the description of the background of this research, the hypotheses in this study are:

1. *Self Efficacy* has a positive and significant effect on the motivation of Family Hope Programme Facilitators in Tojo Una-Una District.
2. Compensation has a positive and significant effect on the motivation of Family Hope Programme Facilitators in Tojo Una-Una District.
3. Motivation has a positive and significant effect on the performance of Family Hope Programme Facilitators in Tojo Una-Una District.
4. *Self Efficacy* has a positive and significant effect on the performance of Family Hope Programme Facilitators in Tojo Una-Una District.
5. Compensation has a positive and significant effect on the performance of Family Hope Programme Facilitators in Tojo Una-Una District.
6. *Self Efficacy* has a positive and significant effect on the performance of Family Hope Programme Facilitators in Tojo Una-Una District mediated by motivation.

7. Compensation has a positive and significant effect on the performance of Family Hope Programme Facilitators in Tojo Una-Una District mediated by motivation.

This research uses a quantitative approach. With the aim of examining the hypothesis that has been set with the support of explanations in the form of data and analyses that have been carried out. The research location is at the Social Service of Women's Empowerment and Child Protection of Tojo Una-Una District. The population in this study were all 41 assistants of the Family Hope Programme (PKH). Based on this study because the population was not greater than 100 respondents, the authors took the entire population.

Data collection techniques in this study through observation, interviews and distributing questionnaires using google form to 41 PKH assistants. In this study, self-efficacy and compensation are exogenous / independent variables, performance as an endogenous / dependent variable and motivation as a mediating variable. Furthermore, the data analysis technique used is SEM PLS (*Structural Equation Model Partial Least Square*) with the help of the smart PLS 4.0 application.

In this study, *self-efficacy* is part of the personality attitude of a PKH facilitator related to personal beliefs about competence and ability. The indicators used in this study are work difficulty, ability to complete tasks ranging from simple to difficult, strong beliefs and abilities possessed, ability to complete tasks in certain situations.

Compensation is the total of all rewards given to PKH assistants in return for the services they provide to the organisation. Its aim is to attract, retain, and motivate employees. The indicators used are salary, incentives, pay outside working hours, facilities, interesting tasks, challenges, responsibilities, recognition and achievement, sound policies, competent supervisors, pleasant work relatives, and a comfortable work environment.

Performance is the quality and quantity of work achieved by PKH facilitators in carrying out their duties in accordance with the responsibilities given to them. for research indicators using indicators of facilitators' perceptions of job quality, skills and abilities towards task perfection, number of work results, number of activity cycles, timeliness in completing work, use of organisational resources.

Motivation is the encouragement that grows within PKH assistants both from within and outside themselves to do mentoring work with high enthusiasm and use all their abilities and skills to achieve satisfaction in accordance with what they want. Indicators in this study are achievement, responsibility and recognition of others, an individual's relationship with his superiors, a person's relationship with his co-workers, supervisory techniques applied by supervisors and the applicable reward system.

RESULTS AND DISCUSSION

A. Results

Primary data in this study through respondents' responses to each statement in the questionnaire were analysed based on frequency and percentage calculations.

a. Characteristics of Respondents

| Table 1. Characteristics of Respondents Based on Gender | | |
|---|-------|------------|
| Characteristics of Respondents | Total | Percentage |
| Male | 23 | 56% |
| Female | 18 | 44% |

| | | |
|---------------|----|------|
| Amount | 41 | 100% |
|---------------|----|------|

Source: Results of questionnaire data processing (2024)

From Table 1 above, PKH Facilitators are dominated by men as much as 56%, but in terms of recruitment of assistants there are no restrictions in terms of gender. This has illustrated that in recruitment there is no gender discrimination so that men and women have the same opportunity and role in becoming PKH facilitators.

| Table 2. Respondent Characteristics Based on Age | | |
|---|--------------|-------------------|
| Characteristics of Respondents | Total | Percentage |
| >17-27 years | 1 | 2% |
| >17-37 years | 27 | 66% |
| >37-47 years | 13 | 32% |
| Amount | 41 | 100% |

Source: Results of questionnaire data processing (2024)

From Table 2 above, PKH Facilitators are dominated by the age between 17-37 years, namely 66%, which is a productive age. Age is a factor that is directly related to performance, especially in the social assistance profession. PKH Facilitators with productive age can still work well to achieve mentoring targets optimally and be able to solve problems experienced by KPM.

| Table 3. Characteristics of Respondents Based on Last Education | | |
|--|--------------|-------------------|
| Characteristics of Respondents | Total | Percentage |
| Diploma / Bachelor education | 38 | 93% |
| Postgraduates | 3 | 7% |
| Amount | 41 | 100% |

Source: Results of questionnaire data processing (2024)

From Table 3 above, PKH Facilitators are dominated by the Diploma / Bachelor education level as much as 93%, Bachelor's degree is the minimum requirement in recruiting PKH Facilitators.

Table 4. Characteristics of Respondents Based on Length of Service As a PKH Facilitator

| Characteristics of Respondents | Total | Percentage |
|---------------------------------------|--------------|-------------------|
| 1 s/d 5 Tahun | 2 | 5% |
| 5 s/d 10 Tahun | 19 | 46% |
| 10 s/d 15 Tahun | 20 | 49% |
| Amount | 41 | 100% |

Source: Results of questionnaire data processing (2024)

From Table 4 above, the tenure of PKH Facilitators is dominated by 10-15 years with a percentage of 49%. This is also the result of the initial recruitment of PKH Facilitators in Tojo Una-Una District Facilitators with a long working period have a lot of expertise and work experience so as to produce high performance compared to facilitators who have less than 5 years of service.

b. Descriptive Statistical Analysis

Table 5. Recapitulation of the Mean Value of Respondents' Responses to Each Dimension

| Variable | Dimension | Mean | Amount |
|---------------------------|----------------------------|------|--------|
| Self efficacy (X1) | Magnitude | 4,37 | 4,25 |
| | Strenght | 4,17 | |
| | Generality | 4,23 | |
| Compensation (X2) | Financial Compensation | 3,68 | 3,94 |
| | Non Financial Compensation | 4,21 | |
| Motivation (Z) | Motivational | 4,13 | 4,11 |
| | Hygiene | 4,10 | |
| Performance (Y) | Quality | 4,23 | 4,26 |
| | Quantity | 4,35 | |
| | Time Management | 4,24 | |
| | Effectifity | 4,24 | |

Source: Results of questionnaire data processing (2024)

Table 5 above shows the dimension that is very important to note is the financial compensation dimension in the compensation variable, where the lowest mean value is in this dimension with a value of 3.68. The mean value referred to in this case is the incentive for the Family Hope Programme (PKH) assistants in the form of PKH assistants' operational costs.

c. Measurement Model Analysis (outter model)

1). Convergent Validity

According to Chin, as cited by Ghozali (2015), the outer loading value between 0.5 and 0.6 is considered sufficient to qualify for convergent validity. The data in the table above shows that no variable indicators have an outer loading value below 0.5, so all of these indicators are declared feasible or valid for further analysis.

Table 6. Outter loading Values

| Indicator | Performance | Compensation | Motivation | Self efficacy |
|-----------|-------------|--------------|------------|---------------|
| K1 | 0,816 | | | |
| K2 | 0.851 | | | |
| K3 | 0,839 | | | |

| Indicator | Performance | Compensation | Motivation | Self efficacy |
|-----------|-------------|--------------|------------|---------------|
| K4 | 0,822 | | | |
| K5 | 0,744 | | | |
| K6 | 0.883 | | | |
| K7 | 0,755 | | | |
| K8 | 0,890 | | | |
| KO1 | | 0,786 | | |
| KO2 | | 0,646 | | |
| KO3 | | 0,572 | | |
| KO4 | | 0,640 | | |
| KO5 | | 0,680 | | |
| KO6 | | 0,727 | | |
| M1 | | | 0,643 | |
| M2 | | | 0,554 | |
| M3 | | | 0,734 | |
| M4 | | | 0,800 | |
| M5 | | | 0,667 | |
| M6 | | | 0,791 | |
| M7 | | | 0,692 | |
| SE1 | | | | 0,860 |
| SE2 | | | | 0,547 |
| SE3 | | | | 0,798 |
| SE4 | | | | 0,761 |
| SE5 | | | | 0,868 |
| SE6 | | | | 0,822 |

Source: PLS Output (2024)

Apart from the outter loading value, convergent validity can also be evaluated by the Average Variance Extracted (AVE) value. A variable is said to be valid if it has an AVE value of more than 0.5.

| Table 7. Average Variance Extracted (AVE) Values | |
|--|----------------------------------|
| Variabel | Average Variance Extracted (AVE) |
| Self efficacy | 0,614 |
| Compensation | 0,571 |
| Motivation | 0,592 |
| Performance | 0,683 |

Source: PLS Output (2024)

2) Discriminant Validity

Discriminant Validity of the measurement model with reflective indicators is assessed based on the cross loading of measurements with latent variables. If the construct indicator relationship has a higher value than the indicator's relationship to other variables, it is said that the construct has high discriminant validity. The following is the cross loading value of each indicator.

Table 8. Cross loading Values

| Indicator | Performance | Compensation | Motivation | Self efficacy |
|------------|--------------|--------------|--------------|---------------|
| K1 | 0,816 | 0,455 | 0,765 | 0,599 |
| K2 | 0,851 | 0,466 | 0,727 | 0,779 |
| K3 | 0,839 | 0,356 | 0,595 | 0,622 |
| K4 | 0,822 | 0,289 | 0,454 | 0,604 |
| K5 | 0,744 | 0,415 | 0,583 | 0,706 |
| K6 | 0,883 | 0,451 | 0,649 | 0,601 |
| K7 | 0,755 | 0,601 | 0,669 | 0,414 |
| K8 | 0,890 | 0,502 | 0,780 | 0,652 |
| KO1 | 0,579 | 0,786 | 0,665 | 0,239 |
| KO2 | 0,173 | 0,646 | 0,347 | 0,028 |
| KO3 | 0,170 | 0,572 | 0,341 | 0,230 |
| KO4 | 0,075 | 0,640 | 0,385 | -0,011 |
| KO5 | 0,658 | 0,680 | 0,567 | 0,602 |
| KO6 | 0,284 | 0,727 | 0,603 | 0,109 |
| M1 | 0,414 | 0,606 | 0,643 | 0,444 |
| M2 | 0,502 | 0,288 | 0,554 | 0,330 |
| M3 | 0,612 | 0,617 | 0,734 | 0,485 |
| M4 | 0,691 | 0,583 | 0,800 | 0,506 |
| M5 | 0,540 | 0,441 | 0,667 | 0,448 |
| M6 | 0,545 | 0,663 | 0,791 | 0,422 |
| M7 | 0,537 | 0,590 | 0,692 | 0,412 |
| SE1 | 0,549 | 0,133 | 0,402 | 0,860 |
| SE2 | 0,354 | 0,155 | 0,457 | 0,547 |
| SE3 | 0,783 | 0,377 | 0,565 | 0,798 |
| SE4 | 0,497 | 0,252 | 0,476 | 0,761 |
| SE5 | 0,688 | 0,368 | 0,580 | 0,868 |
| SE6 | 0,610 | 0,201 | 0,474 | 0,822 |

Source: PLS Output (2024)

Based on the data presentation in table 4 above, it can be seen that each indicator on the research variable has the largest cross loading value on the variable it forms compared to the cross loading value on other variables.

3) Composite Reliability

Composite Reliability is the part used to test the reliability value of indicators on a variable. Composite Reliability measures a latent variable whose value must be above 0.70. A value above 0.70 indicates that all latent variables meet high reliable criteria. In addition, the reliability value is also reinforced by the Cronbach's Alpha value. The construct is said to be reliable if the Cronbach's alpha value is more than 0.7.

Table 9. Composite Reliability and Cornbach's Alpha Values

| Variable | Composite Reliability | Cornbach's Alpha |
|---------------|-----------------------|------------------|
| Self efficacy | 0,904 | 0,896 |
| Compensation | 0,821 | 0,741 |
| Motivation | 0,867 | 0,819 |
| Performance | 0,945 | 0,933 |

Source: PLS Output (2024)

The data in table 9 shows that the composite reliability and Cornbach's alpha values of all research variables are > 0.7. These results indicate that each variable has fulfilled composite reliability so that it can be concluded that all variables have a high and good level of reliability.

d. Structural Model Analysis (inner model)

Inner Model or structural model in this study is a hypothesis test that describes the relationship and influence between variables.

1). *R Square value* and goodness of fit test

The calculation of 'R square' is used to determine the extent to which the independent variable, in this case self-efficacy and compensation, affects the performance variable and is mediated by motivation.

Table 10. R Square Values

| Variable | R Square |
|-------------|----------|
| Motivation | 0,785 |
| Performance | 0,738 |

Source: PLS Output (2024)

Table 10 above, shows the results of the R-Square test of the Motivation variable (Z) explained by the *Self efficacy* variable (X1) and Compensation (X2) of 0.785. These results indicate that the Motivation variable (Z) can be explained by the *Self efficacy* (X1) and Compensation (X2) variables by 78.5% so that there are still 21.5% explained by other variables. Then the results of the R-Square test of the Performance variable (Y) explained by the *Self efficacy* (X1) and Compensation (X2) variables are 0.738. These results indicate that the performance variable can be explained by the *Self efficacy* (X1) and Compensation (X2) variables by 73.8% so that there are still 26.2% explained by other variables.

Apart from R Square, the goodness of fit assessment can also be known from the Q square value, where the higher the Q-Square, the better or more fit the model is with the data. The results of the calculation of the Q-Square value are as follows:

$$\begin{aligned}
 Q \text{ square} &= 1 - ((1-R^2_1) \times (1-R^2_2)) \\
 &= 1 - ((1-0,785) \times (1-0,738)) \\
 &= 1 - (0,215 \times 0,262) \\
 &= 1 - 0,056 \\
 &= 0,944
 \end{aligned}$$

The processing results above the value obtained q square value of 0.944. This illustrates the amount of diversity of research data that can be explained by this research model is 94.4%. While the remaining 5.6% is explained by other factors that are outside this research model.

2). Hypothesis Test (path coefficient)

Hypothesis testing about the relationship between the variables used in this study is seen from the value of t-Statistics and p-value which is the basis for determining the significance of the relationship between exogenous and endogenous latent variables. If the t-Statistics value > 1.96 and p-value < 0.05 are obtained, the research results are said to be significant.

Table 11. Path Coefficient Output Results

| Hypothesis | Original Sample (O) | Sample Mean (M) | Standard Deviation (STDEV) | T Statistics (O/STDEV) | P Values |
|---|---------------------|-----------------|----------------------------|--------------------------|--------------|
| H1. Self Efficacy -> Motivation | 0,415 | 0,415 | 0,090 | 4,625 | 0,000 |
| H2. Compensation -> Motivation | 0,660 | 0,657 | 0,103 | 6,407 | 0,000 |
| H3. Motivation -> Performance | 0,588 | 0,589 | 0,185 | 3,189 | 0,001 |
| H4. Self Efficacy -> Performance | 0,406 | 0,408 | 0,083 | 4,919 | 0,000 |
| H5. Compensation -> Performance | -0,065 | -0,072 | 0,196 | 0,331 | 0,740 |
| H6. Self Efficacy -> Motivation-> performance | 0,244 | 0,241 | 0,084 | 2,916 | 0,004 |
| H7. Compensation-> Motivation -> Performance | 0,389 | 0,389 | 0,146 | 2,655 | 0,008 |

Source: PLS Output (2024)

Hypothesis Testing 1 (H1)

The magnitude of the parameter coefficient for *self efficacy* on motivation is 0.415, which means that there is a positive influence of *self efficacy* on motivation, and it can be interpreted that the higher the value of *self efficacy*, the motivation will also increase. An increase of one unit of *self efficacy* will increase motivation by 41.5%. Based on calculations using bootstrap or resampling, the test results of the estimated coefficient of *self efficacy* on motivation bootstrap results are 0.415 with a calculated t value of 4.625 > 1.96 and a standard deviation of 0.090. While the p value is 0.000 < 0.05 so that H1 is accepted or which means there is a direct influence of *self efficacy* on motivation that is meaningful or statistically significant.

Hypothesis Testing 2 (H2)

The parameter coefficient for the compensation variable on motivation is 0.660, which means that there is a positive effect of compensation on motivation, and it can be interpreted that the higher the compensation value, the more motivation will increase. An increase of one unit of compensation will increase motivation by 66%. Based on calculations using bootstrap or resampling, the test results of the estimated coefficient of compensation on motivation of bootstrap results are 0.657 with a calculated t value of $6.407 > 1.96$ and a standard deviation of 0.103. The p-value is $0.000 < 0.05$ so that H2 is accepted or which means there is a direct effect of compensation on motivation that is meaningful or statistically significant.

Hypothesis Testing 3 (H3)

The parameter coefficient for motivation on performance is 0.588, which means that there is a positive effect of motivation on performance, and it can be interpreted that the higher the value of motivation, the more performance will increase. An increase of one unit of motivation will increase performance by 58.8%. Based on calculations using bootstrap or resampling, the test results of the estimated coefficient of motivation on the performance of bootstrap results are 0.589 with a calculated t value of $3.189 > 1.96$ and a standard deviation of 0.185. The p value is $0.001 < 0.05$ so that H3 is accepted or which means there is a direct effect of motivation on performance that is meaningful or statistically significant.

Hypothesis Testing 4 (H4)

The parameter coefficient for the *self efficacy* variable on performance is 0.406, which means that there is a positive effect of *self efficacy* on performance, and it can be interpreted that the higher the value of *self efficacy*, the performance will also increase. An increase of one unit of *self efficacy* will increase performance by 40.6%. Based on calculations using bootstrap or resampling, the test results of the estimated coefficient of *self efficacy* on the performance of bootstrap results are 0.408 with a calculated t value of $4.919 > 1.96$ and a standard deviation of 0.083. The p value is $0.000 < 0.05$ so that H4 is accepted or which means that there is a direct effect of self efficacy on performance that is meaningful or statistically significant.

Hypothesis Testing 5 (H5)

The parameter coefficient for the compensation variable on performance is -0.065, which means that there is a negative effect of compensation on performance. Based on calculations using bootstrap or resampling, the test results of the estimated coefficient of compensation on the performance of the bootstrap results are -0.072 with a calculated t value of $0.331 < 1.96$ and a standard deviation of 0.196, the p value is $0.740 > 0.05$ so that H5 is rejected or which means that there is no direct effect of compensation on performance which is meaningful or statistically insignificant.

Hypothesis Testing 6 (H6)

The parameter coefficient for the *self efficacy* variable on performance through motivation is 0.244, which means that there is a positive effect of self efficacy on performance through motivation, and it can be interpreted that the higher the mediation value of motivation, the more the effect of *self efficacy* on performance increases. An increase of one unit of motivation will increase the effect of *self efficacy* on performance by 24.4%. Based on calculations using bootstrap or resampling, the test results of the estimated coefficient of self efficacy on performance through motivation bootstrap results are 0.241 with a calculated t value of $2.906 > 1.96$ and a standard deviation of 0.084, with a p value of $0.004 < 0.05$ so that H6 is accepted or which means there is an indirect effect of *self efficacy* on performance through motivation that is meaningful or statistically significant.

Hypothesis Testing 7 (H7)

The parameter coefficient for the compensation variable on performance through motivation is 0.389, which means that there is a positive effect of compensation on performance through motivation, and it can be interpreted that the higher the mediation value of motivation, the more the effect of compensation on performance increases. An increase of one unit of motivation will increase the effect of compensation on performance by 38.9%. Based on calculations using bootstrap or resampling, the test results of the estimated coefficient of compensation on performance through motivation bootstrap results are 0.389 with a calculated t value of $2.655 > 1.96$ and a standard deviation of 0.146, then the p value is $0.008 < 0.05$ so that H7 is accepted or which means there is an indirect effect of compensation on performance through motivation which is meaningful or statistically significant.

B. Discussion

The Effect of *Self Efficacy* on Motivation

From the hypothesis test, it was found that self-efficacy has a positive and significant effect on the motivation of the Family Hope Programme Facilitators. The results of this study are in line with Satria's research (2022) that there is a positive influence between Self Efficacy and Motivation, where if an institution wants to increase motivation by increasing Self efficacy, it can be done by emphasising to employees to be tenacious in doing tasks.

Self efficacy is part of the personality attitude, which is related to personal beliefs about competence and self-ability. Specifically, it refers to a person's belief in the ability to complete a task successfully. The concept of self-efficacy includes Magnitude, Strenght, and Generality (Fattah, 2017). The results of this study indicate that PKH Facilitators in assisting KPM have high Self Efficacy, reflected in the Magnitude dimension with an indicator of work difficulty, where Facilitators have great confidence in completing their tasks even though they are classified as difficult tasks.

Facilitators have the confidence to motivate themselves to complete difficult tasks in their work. Changing the mindset of the community to be independent and not dependent on PKH assistance is certainly quite difficult, but some assistants have their own way of dealing with the KPM under their guidance. Among them are by socialising the eligibility requirements for aid recipients and approaching KPM who are considered eligible to leave PKH assistance so that they want and can prepare themselves to be able to graduate to independent prosperity.

The great self-confidence of PKH assistants in completing difficult tasks certainly has a positive impact on the Family Hope Programme assistants themselves. One of the positive impacts of *Self Efficacy* according to Luthan in (Agustini., 2019) is motivational effort, for example someone will try harder and put more effort into a job or task, where their self-efficacy will be higher than those with low *self-efficacy*. So that the higher the *Self Efficacy* of PKH assistants, the more their motivation will increase.

For the Strenght dimension, which is the strength of beliefs and abilities possessed. Assistants who have high *Self Efficacy* do not consider the tasks or work they do as a burden or threat to them. In addition, they will choose to develop their passion for an activity to be able to achieve goals. PKH Facilitators who have strong, large and broad self efficacy in themselves are certainly very helpful in realising the goals of the Family Hope Programme in poverty alleviation efforts in Tojo Una-Una District.

The Effect of Compensation on Motivation

From the results of hypothesis testing, it was found that Compensation has a positive effect on the Motivation of Family Hope Programme Assistants. The results of this study are in line with research conducted by (Herlambang, 2022) which states that compensation affects motivation, where the higher the compensation value, the higher the employee's work motivation. In addition (Syamsir, M. Tamsah, H. Hatma, 2018) also suggests that compensation has a positive and significant effect on work motivation, where compensation can increase work motivation. Employees who have above-average work performance get awards from the leadership, this shows that each employee is given motivation or encouragement to further improve their work performance.

According to Kadarisman (Syamsir, M. Tamsah, H. Hatma, 2018), the purpose of compensation is to create a fair reward system for employers and employees. The expected result is that an employee is interested in work and motivated to work well. Compensation given to employees can be financial or non-financial.

The results in This study shows that the Family Hope Program Facilitators are most motivated by the existence of Non-Financial Compensation in assisting KPM, especially in the job indicator. The Family Hope Program Facilitators feel happy with the mentoring work because it is in accordance with their abilities. This is shown in the statement item 'I am happy with my current job because it suits my abilities'.

The existence of a sense of pleasure with the work as a PKH Facilitator according to Ibu Ismi, one of the PKH Facilitators, is due to the fact that in carrying out their duties as a companion, they feel they have their own challenges, including in terms of the language used by KPM who are assisted always speak local languages in their daily lives, while the assistants who are placed come from different tribes. So that PKH facilitators must learn the language, customs and local culture in approaching KPM where they are placed and this is interesting for PKH facilitators.

The findings in this study also explain that the lowest mean value is the Financial Compensation dimension on the incentive indicator where PKH Facilitators obtain companion operational costs sourced from APBD II which are paid for facilitators in difficult areas of IDR 500,000 per month and affordable areas of IDR 300,000 per month, this incentive is still felt to be very lacking by PKH facilitators, even though it has been differentiated based on work areas.

Meanwhile, the salary received from the Ministry of Social Affairs has also been felt to be insufficient compared to the duties carried out, this can be seen from the absence of a salary increase from the Ministry of Social Affairs since 2020. For pay outside of working hours, PKH Facilitators get annual leave and maternity leave, where in the decision the salary of PKH Facilitators is still paid in full even though they are on leave.

The Effect of Motivation on Performance

From the results of hypothesis testing, it was found that Motivation has a positive effect on the Performance of Family Hope Programme Facilitators. The results of this study are in line with research conducted by (Syamsir, M. Tamsah, H. Hatma, 2018), (Amier et al., 2021), (Satria, 2022), (Asmarini et al., 2022) and (Handoko. et al, 2022) which found that motivation has a significant positive effect on performance. The existence of motivation will stimulate assistants to exert their abilities so that they can show maximum performance. Motivation is very important in encouraging the improvement of the quality of work of PKH assistants, because with the work motivation of each companion, it will encourage them to take their duties seriously.

In this study, the most influential motivation of PKH facilitators is shown in the Motivational dimension with the responsibility indicator. PKH Facilitators do not feel satisfied if the work they do has not been completed properly. This shows a strong individual commitment to the organisation, where the existence of a large PKH companion's responsibility for work will certainly be very helpful in realising the objectives of the Family Hope Program.

Other indicators in the Hygiene dimension, including an individual's relationship with their superiors, and supervisory techniques applied by supervisors, are things that need to be considered, in increasing motivation. The relationship between PKH assistants and superiors must be well fostered, as well as the coordinator of the assistants who really have to apply effective supervision. According to (Bukit et al., 2016), essentially every human being wants to be valued and gain recognition from others, either from their group or from outside their group. In the recognition indicator, PKH assistants need to receive recognition and appreciation from others, both fellow colleagues and from the leadership, this is an increase in one's self-esteem which means that their social status rises.

The Effect of Self Efficacy on Performance

From the results of hypothesis testing, it is found that self-efficacy has a positive effect on the performance of the Family Hope Programme Facilitators. The research results are supported by research conducted (Liliani & Kornelius, 2023) which states that self-efficacy is one of the most influential aspects of self-knowledge in everyday human life. This is because the self-efficacy possessed influences individuals in determining the actions that will be taken to achieve a goal, including the estimation of various events that will be faced. Self-efficacy is the event that a person can master the situation and get positive results.

Improving performance requires PKH facilitators to have high self efficacy, PKH facilitators who have high self efficacy have confidence in their abilities in carrying out tasks to achieve goals. So that it can achieve the vision and mission and objectives of the implementation of the Family Hope Programme through good performance. The results of the study are in line with the definition put forward by (Fattah, 2017) that self efficacy is part of personality attitudes related to personal beliefs about competence and self-ability. Specifically, it refers to a person's belief in the ability to complete a task successfully.

High self-efficacy can make PKH facilitators more productive so that they can be the biggest contributor to the performance of the family hope programme. PKH Facilitators with high self-efficacy are able to complete work according to targets, are more innovative and work with high creativity. One of them is shown in the ability of 2 (two) PKH assistants who are able to graduate the KPM they supervise. Although the number of KPM graduation has not been in large numbers, PKH facilitators have achieved the performance standards of PKH implementing human resources, namely empowered KPM graduation. So that with the exit of the KPM from the family hope programme, it can be replaced by other KPM who are still eligible to receive the programme.

The ability to invite or change the mindset of KPM PKH to want to apply for the empowered KPM graduation programme is not an easy thing, of course only PKH facilitators with high self-efficacy are able to do this. One of the abilities possessed is by applying a cultural approach to the community, as stated by Mrs Ismi, one of the PKH assistants in the Ulubongka sub-district, where she believes that learning the local language and mingling with the community assisted in the PKH programme can help her efforts in conducting empowered KPM graduation.

The Effect of Compensation on Performance

From the results of hypothesis testing, it was found that compensation had no effect on the performance of the Family Hope Programme Facilitators. The results of this study contradict research (Amier et al., 2021) and (Hartina et al., 2021) which state that compensation has a significant effect on performance. This is due to differences in indicators between previous researchers and current researchers, in addition, there are also differences in objects in this study with previous studies.

The results of this study support research (Rianda & Winarno, 2022) that compensation has no significant effect on performance. The amount of compensation received has no effect on performance. Employee performance is not affected by periodic increases in compensation because the most important thing for employees is that they can get a job.

From the results of this study, compensation does not directly affect the performance of PKH assistants, this shows that even though compensation remains, the performance of PKH assistants increases. In contrast to the initial findings of researchers who suggested that PKH facilitators complained about compensation, especially the amount of financial compensation in this case salary and incentives in the form of companion operations which were considered still very insufficient compared to the workload of PKH facilitators.

The absence of the effect of compensation on the performance of PKH assistants is due to the work as a PKH social assistant is one of the roles of social workers in the context of community empowerment. From the role of the companion, it can be said that the job as a PKH companion requires a passion to serve others, this kind of passion is needed because humans are basically social creatures. Naturally, the urge to connect with each other arises, whether we realize it or not, in various human interactions, we want to provide services to others and are motivated to pay more attention to others, especially in terms of understanding the needs and understanding the personality of the KPM being assisted. So that the characteristics of this companion job are indeed different from other jobs. According to (Andari, 2022) the role of social workers is to connect, provide convenience, and provide encouragement to beneficiaries to be positive, so that they can develop their potential.

The Effect of Self Efficacy on Performance Mediated by Motivation

From the results of hypothesis testing, it is found that self efficacy has a positive and significant effect on performance through the motivation of the Family Hope Programme Facilitator. The results of the study are in line with (Noviawati, 2016) which found that self efficacy affects performance through motivation as intervening. So it can be concluded that self efficacy is able to support PKH assistants to motivate themselves, where assistants who have high self efficacy will always try to achieve better performance, one of which is seen in the achievement of empowered KPM graduation by 2 assistants in Ulubongka District. This is because the facilitators have strong motivation from within themselves, namely responsibility.

In addition, the ability to carry out good mentoring is reflected in the ability to complete difficult tasks in the field. According to Ibu Ismi, one of the PKH Facilitators, the task that is considered difficult by PKH Facilitators is changing the mindset of the KPM being assisted, especially in terms of understanding about independent prosperous graduation. In fact, there are very many KPM who are eligible for graduation but do not want to apply to leave PKH membership. In the results of this study, the role of the motivation variable as a mediating variable is fully proven, where the self efficacy variable cannot stand alone to influence the performance of PKH assistants.

The Effect of Compensation on Performance Mediated by Motivation

From the results of the seventh hypothesis test, it was found that compensation has a positive and significant effect on performance through the motivation of the Family Hope Programme Facilitator. In line with research conducted by (Handoko. et al, 2022) which concluded that compensation affects work motivation and work motivation affects employee performance. So it can be ascertained that indirectly compensation has an influence on performance through work motivation.

The provision of compensation is very important, because the size of the compensation received is a measure of work performance. It is very important to provide compensation that is feasible and in accordance with the needs of PKH assistants. The companion's needs for financial compensation, for example, assistants have their respective fostered areas with quite difficult locations, so it is hoped that they can get adequate work facilities, namely operational vehicles. If this is fulfilled, then of course PKH facilitators will be more motivated to improve their performance.

In addition to non-financial compensation, PKH Facilitators expect a fair policy from superiors. For example, by providing rewards for PKH assistants who excel, so that it will further motivate them in carrying out their duties. Rewards in this case can be in the form of capacity building in the form of training or technical guidance organised by the Ministry of Social Affairs or the Provincial Social Service through the budgeting of the Tojo Una-Una District Social Service for Women's Empowerment and Child Protection. In the results of this study, the role of motivation variables as mediating variables is fully proven, where the compensation variable cannot stand alone to affect the performance of assistants.

CONCLUSION

The conclusions based on the test results in this study are: *Self efficacy* has a positive and significant effect on the motivation of PKH Facilitators; compensation has a positive and significant effect on the motivation of PKH Facilitators; motivation has a positive and significant effect on the performance of PKH Facilitators; self efficacy has a positive and significant effect on the performance of PKH Facilitators; compensation has a negative and insignificant effect on the performance of PKH Facilitators; self efficacy has a positive and significant effect on the performance of Family Hope Program Facilitators mediated by motivation; compensation has a positive and significant effect on the performance of Family Hope Program Facilitators mediated by motivation.

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