

The Influence of Competence and Innovation Commitment on Innovative Behavior: The Mediating Role of Intrinsic Motivation

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ABSTRACT

As a facilitator for employees of BPJS Kesehatan in the West Sumatra region, the purpose of this study was to determine the ability and effectiveness of innovation efforts for innovative behavior with intrinsic motivation. This type of survey is a quantitative survey, which is a survey. The subjects of this survey were employees of BPJS Kesehatan in the West Sumatra region. The sample for this survey consisted of 126 respondents. The survey method is a questionnaire distributed to respondents. Data analysis by SEMPLS. The result of this study is that the ability and willingness to innovate has a significant positive impact on innovation behavior. The ability and willingness to innovate has a very positive effect on essential motivation. In addition, essential motivation is a positive and important factor in the innovative behavior of employees. In addition, the essential motivation is an intermediary between employees' ability to act innovatively and prepare for innovation.

Keywords: *Competence, innovation commitment, intrinsic motivation, innovative behavior*

1. INTRODUCTION

The Fourth Industrial Revolution (4.0) demanded that various sectors adapt and change. Businesses and their stakeholders should pay attention to innovation as a source of competitive advantage and corporate growth and expect employee innovative behavior. By always fostering the adoption of new ideas, employees will always think innovatively that has an impact on the company's innovation that is always growing. Innovation and innovative behavior are considered one of the key solutions for companies to effectively respond to the rapid changing business environment, and achieve competitive advantage. Consumer service-oriented companies require their employees to behave innovatively such as providing new ideas. Likewise, BPJS Kesehatan employees are required to be knowledge *workers*.

BPJS Kesehatan employees must be Self Driven, Motivated, Action Oriented, and Team Player (SMART). A characteristic of employees in an era of intense competition is that it focuses on patterns of social media use where there is relatively unrestricted access to information technology and social media platforms. Employees must have a higher self esteem

as well as *assertiveness*. Employees seek flexibility at work, both in terms of time and the place in which they work [6].

Based on the results of a global survey, approximately two-thirds of young employees make management attitudes a serious obstacle to innovation. In the present era, managing workers is a major challenge, as they differ in attitudes toward work. Employees are now more easily attached to negative *stereotypes*, namely as employees who are defensive, do not have full commitment to work, lack respect for superiors, lack focus and distraction, lack of preparation at work, often ignorance, lack of manners, arrogant, impatient, only care about themselves, and feel he has privileges. Increased productivity requires innovative behavior, especially the public sector such as a spirit of leadership, openness, freedom, and strong public services. Some of the factors that influence employees' innovative work behavior are competence, employee commitment to always innovate, and intrinsic motivation. This research aims to find out the Influence of Competence and Commitment of Innovation to Innovative Behavior with Intrinsic Motivation as a Mediation in BPJS Kesehatan Employees of West Sumatra Region".

2. DEVELOPMENT OF HYPOTHESES

Competence is one of the factors that affect the performance of BPJS Kesehatan employees in West Sumatra. Competency systems can explore employee positions in companies in terms of knowledge, skills and behavior [9].

Individual innovation competencies are a set of personal characteristics, knowledge, skills and attitudes that are connected to creating new things and implemented through collaboration in complex innovation processes. Competence is a key success factor that directly positively influences innovative work behavior [11]. Competency have the ability and strong will to solve problems at hand, do work calmly and confidently, view work as an obligation to be done with will, and openly improve themselves through the learning process. The results of this learning process will bring up new ideas that make employees innovative.

Furthermore, the factor that influences innovative behavior is the commitment of innovation. There is a relationship between employee commitment and innovative behavior, because innovation requires employee behavior to commit to achievement. Strong committed employees tend to innovate, create and meet customer needs [12].

Furthermore, the factor that influences innovative behavior is intrinsic motivation. Intrinsic motivation is a process that demonstrates an individual's intensity, direction, and persistence of effort to achieve a goal, high performance can be achieved if the organization is able to motivate organizational members appropriately.

Intrinsic motivation influences the innovative behavior of employees, it is assumed that innovative behavior refers to the willingness of employees to find better ways to increase productivity levels in an organization triggered by employee motivation for organizational success,

The essential motivation depends on the ability of the employee [14]. Further commitment can be seen as the power to control self-determining behavior [15]. In fact, the need to be a member, feel part of the system, and share organizational values and goals is an underlying aspect of the main theory of human motivation.

Essential Motivational Role as a Facilitator As work becomes more dynamic and knowledge-based, organizations become increasingly dependent on the creative ideas and innovative urges of their employees. In general, employee motivation impacts performance and productivity [16]. The essential motivation can be explained as an employee's desire to devote his energy to work for work [17].

3. METHOD

This survey is a type of quantitative survey using a survey method. The instruments that correspond to the indicators are designed using the Likert scale. The sample is part of the population that is the source of the survey data. The sampling method used in this study was a random sample. The number of respondents who returned this questionnaire was 126 respondents. The characteristics of respondents studied in the study included the gender of respondents, the age of respondents, the education of respondents, and the working class of respondents. The results of descriptive analysis, male respondents amounted to 43 people (34%) and female respondents amounted to 83 people (66%).

4. RESULT

All statement items with a *loading factor* greater than 0.5 are generally considered valid. AVE values above 0.5 already show higher than the correlation between latent variables. The results concluded that all variables used in the study were declared valid. Cronbach's alpha is above 0.7.

All the variables used in this study were declared reliable. The *R Square value adjusted* innovative behavior is 0.685 and *the R Square* value of intrinsic motivation is 0.775.

Table 1. Hypothesis Test

Hypothesis	Original Sample	Standard Deviation	T	P
Competency-> Innovative Behavior	0,283	0,275	1,910	0,028
innovation commitment -> innovative behavior	0,174	0,181	2,079	0,019
competency -> intrinsic motivation	0,725	0,721	12,233	0,000
innovation commitment -> intrinsic motivation	0,222	0,227	3,592	0,000
intrinsic motivation -> innovative behavior	0,444	0,448	2,737	0,003
Competency -> intrinsic motivation	0,321	0,323	2,687	0,004
innovation commitment -> intrinsic motivation	0,098	0,102	2,054	0,020
intrinsic motivation -> innovative behavior				

5. DISCUSSION

Testing H1, H2, H3, H4, H5, H6, H7 has a significance level of p-value < 0.05. This means that there is a positive and significant influence between independent variables and independent variables. Competence, commitment to innovation, intrinsic motivation has positive and significant effect on innovative behavior.

Employee innovative behaviors such as incorporating innovative ideas into work practices such as using social media without being instructed first to introduce BPJS Kesehatan programs to the public. Employees do the work calmly and confidently, view work as an obligation that must be done with will, and openly improve themselves through the learning process, then will bring up new ideas that are useful for the sustainability of the company. Competence is a key factor in success that directly positively influences innovative work behavior [11]. Commitment to innovation is the same as the commitment to learning [18]. Employees who always exhibit innovative behaviors that benefit their organizations, as they are always committed to learning [18].

There is a positive relationship between an employee's commitment to innovation and innovative behavior, as innovation requires action in an additional role of the employee to commit to implementation. Employees who are committed to the organization tend to innovate, come up with new ideas, and develop and implement those ideas to meet the needs of their customers. Motivation and involvement are multidimensional and are based on self-determination theory, which states that they can take many forms depending on the nature of the "psychological state" involved [19]. Motivation as a stimulating force, commitment as a force to connect individuals to action. The concept of motivation can suggest a commitment that is one of the powers of energy that activates motivation.

Essential Motivational Role as a Facilitator As today's work becomes more dynamic and knowledge-based, organizations increasingly rely on creative ideas and innovative encouragement from their employees. In general, employee motivation has a significant impact on performance and productivity

when employees are motivated to complete tasks primarily because of their interests and joy, or "organizational behavior." It is considered the "center" [19]. Intrinsic motivation is one of the most important determinants that can explain the difference between what an individual can do and what an individual makes a choice. Essential motivation can be explained as an employee's desire to devote energy to the work itself for enjoyment. The essential motivation depends on the ability of the employee [14]. Ability is regarded as an important psychological need, and its satisfaction helps to increase interest and enjoyment in existing

activities. Competent people need to go beyond themselves and be content with their performance if successful.

6. CONCLUSION

Based on the results of the study concluded that competence, commitment to innovation and intrinsic motivation have a positive and significant effect on innovative behavior. Likewise, competence and commitment to innovation have a positive effect on intrinsic motivation. Furthermore, intrinsic motivation acts as a mediation between competence and innovation commitment with innovative work behavior.

For further researchers who will discuss the innovative work behavior of employees in order to consider intrinsic motivation as a factor that influences it. This research can be a guide for getting better results. Likewise, it is recommended to use extrinsic motivation variables, because intrinsic motivation without extrinsic motivation will not work well (for example, there is no superior support for employees who have intrinsic motivation).

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