

ABSTRACT

Employee performance is a key factor in determining the quality of healthcare services in regional hospitals. Performance is influenced by competence, work discipline, and intrinsic motivation, yet the mediating role of intrinsic motivation remains underexplored. This study aims to analyze the effect of competence and work discipline on employee performance at RSUD Kabupaten Karo through intrinsic motivation. The study employs a quantitative approach with an explanatory research design. Data were collected through questionnaires distributed to 133 employees using proportional random sampling and analyzed using Partial Least Square (PLS). The results indicate that competence and work discipline have a positive and significant effect on employee performance, both directly and indirectly through intrinsic motivation as a mediating variable. These findings strengthen the integration of competency theory, organizational behavior theory, and Self-Determination Theory. Practically, the results emphasize the importance of improving competence, discipline, and intrinsic motivation to enhance employee performance. Future research is recommended to expand the research scope and include additional variables.

Keywords: Competence, Work Discipline, Intrinsic Motivation, Employee Performance, PLS