

PERFORMANCE OF CIVIL SERVANTS: THE ROLE OF MOTIVATION AND ORGANIZATIONAL CULTURE

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Abstract

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This study aims to analyze the influence of organizational culture and work motivation on the performance of civil servants in Indonesia. This research is a quantitative study, using survey methods and distributing questionnaires to 31 respondents from the Regional Development Planning Agency (RDPA), Central Maluku Regency, through a census. The statistical method uses multiple regression analysis with IBM SPSS Statistics software version 20.0. The results of the study explain that motivation has no effect on employee performance. This condition implies that motivation needs to be encouraged and driven by the leadership so that employees want to work optimally. On the other hand, factors of communication, coordination, environment, achievement recognition, and mutual respect are needed to create comfortable working conditions for all parties. Meanwhile, organizational culture factors have a very positive effect on employee performance. These results prove that a strong organizational culture is the result of spreading trust and values that develop within an organization and directing employee behavior in the desired direction thereby increasing a sense of comfort and loyalty to the organization.

Keywords: Survey, Motivation, Organizational Culture, Civil Servant Performance, Indonesia

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1. INTRODUCTION

Employee performance, within the scope of government, is the achievement of a job in accordance with the requirements that have been determined based on the main tasks and functions of each to achieve organizational goals (Anwaruddin, 2006). Meanwhile, performance appraisal is a formal system that is used within a certain period of time to assess an employee's work performance. So, performance appraisal is part of the performance

evaluation which forms the basis for mapping the human resources needed by the organization (Setiobudi, 2017).

To move human resources to follow the direction of the organization, organizational culture and work motivation are needed to support employee performance. Strong organizational culture and high motivation are very important to improve employee performance (Shahzad et al., 2012). Motivation is someone's driving force in doing a job to get the best results. For this reason, if

employees have high work motivation, and generally have high performance, then employee motivation needs to be increased so that employees can produce the best performance (Lazaroiu, 2015; Jalagat, 2016). Meanwhile, a strong organizational culture will form a healthy climate in the work environment that will form high employee commitment to their duties and responsibilities to advance the organization through their performance (Yiing & Ahmad, 2009).

Previous studies state that motivation has a positive effect on employee performance. Rohim and Budhiasa (2019) stated that awards from the organization in the form of remuneration, such as employee performance benefits, have a positive effect on individual attitudes in sharing knowledge. The interaction between remuneration and organizational culture variables has a positive effect on a variety of knowledge. This finding illustrates that organizational culture is a purely moderating variable that strengthens the relationship between remuneration and knowledge sharing. Mardanov's (2021) research results show that the motivational variable can be said to be an employee motivator. Motivation as a driving factor for improving performance, as well as employee satisfaction, cannot be separated from the leadership's role in changing the organizational atmosphere to be more optimal and professional (Ryanto et al., 2021). Ryanto et al. (2021) show that work motivation directly improves employee performance. Motivation and organizational culture have an important role in improving employee performance. Organizational culture directly affects work motivation. Nurcahyo and Indradewa (2022) stated that organizational culture in the government environment must be considered so that employee motivation and performance are maintained properly. The organization maintains a deep work environment, as well as organizational culture increases the motivation of the employee. Paais and Pattiruhu (2020), in their research, show that organizational culture has an important role in influencing job performance and satisfaction.

Thus, the research question for this study is as follows:

RQ: What causes ladies and gentlemen to have no motivation to work?

Several previous studies found that motivation directly influences employee performance. Therefore, this study is intended to examine how giving motivation contributes to employee performance. The research question used is based on motivation according to Robbin and Hakim (2009), organizational culture was adopted from Robbin (1990), and employee performance was adopted from Dessler (1999). Statistical tests using IBM SPSS Statistics version 20.0 software showed that organizational culture influences employee performance. However, the results of this study also found that motivational variables had no effect on employee performance.

The remainder of this paper is structured as follows. Section 2 reviews the relevant literature. Section 3 provides the methodology used in the study. Section 4 presents the results while Section 5 discusses the findings. Section 6 concludes the paper.

2. LITERATURE REVIEW

2.1. Organizational culture

Limaj and Bernroider (2019) and Miller et al. (2006) define organizational culture as a set of basic assumptions and beliefs held by employees, developed and lowered to overcome the problems encountered by employees. Employees who are not satisfied with the organization as a whole are impacted by their dissatisfaction and it can affect performance.

Robbins and Hakim (2009) says that organizational culture is a system that is adhered to in an organization that distinguishes it from other organizations, while David (2011) defines organizational culture as the behavior developed by the organization for external adaptation and internal integration. Organizational culture, according to Kreitner and Kinicki (2003), is a constructive culture, passive-defensive culture, and defensive-aggressive culture. Biswas (2015), Paais (2018), Lim (2003), Saad and Abbas (2018), Daniel and Purwanti (2015), Lin and Huang (2021), and Mulyana et al. (2021) found that employees with good adaptability to organizational culture will get effective performance.

2.2. Work motivation

Crewson (1997) said that public service motivation is the ideas that drive a person to action, commitment, choice of guidance, organizational efforts, and behavior that differ depending on the sector in which the subject operates, distinguishing between the public and private sectors.

Therefore, Perry (2000) identifies four dimensions that determine public service motivation, including 1) interest in policy-making, 2) commitment to the public interest, 3) compassion, and 4) self-sacrifice. Performance can be measured using the *three needs theory* approach. McClelland ("Theory of needs", n.d.) says the need for achievement is internal employee support to achieve the goals they are going to do and what they are doing. Meanwhile, the need for affiliation encourages employees to compete by staying away from high risks and vulnerabilities (Pak et al., 2021).

Human resource management is professionally created to maintain a balance between employee needs, demands, and organizational capabilities (Mappamiring et al., 2020). Indahingwati et al. (2019) said that motivation is very important so that employees carry out their jobs well. Motivation is a frequent problem faced by organizations (Arshadi, 2010).

Marinak and Gambrell (2008) define motivation as a psychological process that provides goals, as well as direction for employee behavior or as an internal driver in meeting employee satisfaction. Charness and Dufwenberg (2006) said that simple guilt can help. It is clear why communication can foster trust and cooperation.

Without motivation, equipping civil servants with good and correct applications and regulations, these reforms are often very difficult (Archibong et al., 2021).

2.3. Employee performance

McCausland et al. (2005) said that employee performance is directly influenced by employee satisfaction. Meanwhile, dissatisfied employees have low organizational commitment and impact.

Performance is work which is a significant comparison between work and labor standards (Dessler, 1999). Meanwhile, according to Mathis and Jackson (2002), performance is the result of the ability of employees multiplied by effort as well as support. Gibson et al. (2000) says that employee performance will decrease if one of the factors is reduced or absent.

According to Robbins (2007), the goals of performance appraisal are: 1) to make decisions in human resource management or dismissal; 2) to identify training and development needs; 3) to do validation of selection and development programs; 4) to provide evaluation/feedback to employees related to their performance; 5) to become the basis for determining the allocation of remuneration. Gunapalan and Ekanayake (2019) said that organizational success lies in the ability and competence of employees.

According to Islam et al. (2019), performance is an activity that is conducted by an employee over a certain period of time. Whereas Jameel and Ahmad (2019) and Santos et al. (2018) said that employee performance depends on the ability and competence of employees in competing, as well as their ability to achieve organizational goals.

Delegation of authority policy can affect employee performance. This has an impact on the development of skills among employees and helps strengthen connections within the organization and can manage work time effectively (El-Helow, 2010).

3. METHODOLOGY

3.1. Data and samples

This research is survey research. The population of the study is civil servants (*pegawai negeri sipil* — PNS) at the Central Maluku Regency Regional Development Planning Agency (RDPA). There were 40 questionnaires distributed, but only 31 questionnaires were returned which were ready for processing.

3.2. Data collection techniques

Data collection was carried out through document studies, interviews, and questionnaires. The variable measurement adopted from previous research work

motivation was measured by 12 items adopted from Robbins and Hakim (2009). Organizational culture is measured by 5 items adopted from Robbins (1990), while employee performance is measured by 20 items adopted from Dessler (1999). The variable measurement uses a five-point Likert scale, where 1 = “strongly disagree”, while 5 = “strongly agree”. The Likert scale is a bipolar scale method in statistics that is used to measure quantitative data in the form of positive and negative response data. There are 5 response options. The main purpose of using the method of Likert scale is to produce accurate and verifiable data. There are 5 aspects of customer satisfaction:

1. Tangible aspect. Where the ability of a company to provide the best services to its customers that can be felt directly by them.

2. The aspect of reliability and assurance, namely the ability of a company to provide services to customers.

3. The responsiveness aspect, namely the aspect where the benchmark of service will greatly affect behavior and satisfaction of people who get services.

4. The aspect of empathy, namely services from organizations related to the satisfaction of customers.

5. The aspect of information systems, namely the company has data that is used to support customer satisfaction (Boone & Boone, 2012).

3.3. Data analysis method

To test the causal relationship between the independent variable and the dependent variable, multiple regression analysis was used with IBM SPSS Statistics software version 20.0. Multiple regression is needed because there is more than one independent variable or dependent variable. Multiple linear regression analysis was done to know the direction and how large influence of independent variables on variables dependent (Ghozali, 2016).

4. RESULTS

4.1. Descriptive analysis

Statistics is a method used to describe, organize, and conclude the main characteristics of sample data. Descriptive statistics include tabulations and descriptions of data sets. The descriptive statistics of the research variables are shown in Table 1.

Table 1. Descriptive statistics

Variable	N	Minimum	Maximum	Method		Std. deviation
	Statistics	Statistics	Statistics	Statistics	St's mistake	Statistics
Motivation	31	30	56	46.81	950	5.288
Organizational culture	31	18	25	20.87	373	2078
Performance	31	58	98	76.29	1.532	8.529
N valid (by list)	31					

Table 1 shows that the *Motivation* variable has a minimum value of 30, a maximum value of 56, an average of 46.81, and a standard deviation of 5.288. The *Organizational culture* variable has a minimum value of 18, a maximum value of 25, an average of 20.87, and a standard deviation of 2.078, while the *Performance* variable has a minimum value of 58, a maximum value of 98, an average of 76.29, and a standard deviation of 8.529.

4.2. Validity test

In this study, the approach used to measure validity is construct validity by conducting factor analysis. The test tool used to perform factor analysis is the Kaiser-Meyer-Olkin measure of sampling adequacy (KMO MSA). The questionnaire instrument is declared valid if it has a KMO MSA value and a loading factor of 0.5. The *Experience* variable does not need to be tested for validity because it is measured based on years of service. The following results of the research variable validity test can be seen in Table 2.

Table 2. Results of the validity test for the *Motivation* variable

Variable	Indicator	KMO	Loading factor
Motivation	M.1	0.734	0.890.
	M.2		0.141
	M.3		0.040.
	M.4		0.786
	M.5		0.891
	M.6		0.287
	M.7		0.878
	M.8		0.904
	M.9		0.792
	M.10		0.795
	M.11		0.606
	M.12		0.236

It can be seen that almost all indicators for the *Motivation* variable are valid, where the KMO MSA value obtained is > 0.5 and the loading factor value obtained for this indicator is > 0.5, so that it can be used for further data processing. Except for indicators M.2, M.3, M.6, and M.12, which are invalid because the loading factor value is less than 0.5 so these indicators are not included in the further data processing.

Table 3. Results of the validity test for the *Organizational culture* variable

Variable	Indicator	KMO	Loading factor
Organizational culture	OC.1	0.691	0.900.
	OC.2		0.851
	OC.3		0.818
	OC.4		0.707
	OC.5		0.581

Table 3 shows that all indicators of the *Organizational culture* variable are valid, where the KMO MSA value obtained is > 0.5 and the loading factor value obtained for these indicators is > 0.5, so that it can be used for further data processing.

Table 4. Results of the validity test for the *Performance* variable

Variable	Indicator	KMO	Loading factor
Performance	P.1	0.629	0.317
	P.2		0.443
	P.3		0.762
	P.4		0.791
	P.5		0.410.
	P.6		0.631
	P.7		0.539
	P.8		0.740.
	P.9		0.604
	P.10		0.411
	P.11		0.603
	P.12		0.737
	P.13		0.551
	P.14		0.824
	P.15		0.681
	P.16		0.593
	P.17		0.769
	P.18		0.535
	P.19		0.613
	P.20		0.802

It is seen from Table 4 that almost all indicators for the *Performance* variable are valid, where the KMO MSA value obtained is > 0.5 and the loading factor value obtained for the indicator is > 0.5, so that it can be used for further data processing. Except for indicators P.1, P.2, P.5, and P.10, which are invalid because the loading factor value is less than 0.5 so these indicators are not included in further data processing.

4.3. Reliability test

This test is carried out with the aim of knowing the consistency of the degree of dependency and the stability of the measuring instrument. According to Curatman et al. (2022), with this test, a measurement can determine the level of accuracy with the use of the formula for Cronbach's alpha coefficient. If the alpha coefficient value is greater than 0.60, it can be concluded that the research instrument is reliable or unreliable. The *Experience* variable does not need to be tested for reliability because it is measured based on the length of service.

Table 5. Reliability test results

Variable	Cronbach's alpha	Status
Motivation	0.930	Reliable
Organizational culture	0.808	Reliable
Performance	0.920	Reliable

The data in Table 5 shows that the measuring instrument used in this study is reliable, where Cronbach's alpha value for each variable is greater than 0.60, so it can be used for further data processing.

4.4. Normality test

Data was collected with the aim of knowing whether the residual data in the multiple linear regression model is normally distributed or not. If the normal probability plot shows that the points spread close together. Furthermore, the data normality test was also carried out using the one-sample Kolmogorov-Smirnov test. In a multivariate way, the data normality test was carried out on the residual value. Normal distributed data is shown with a significance value above 0.05.

Table 6. Normality test results

<i>Sample Kolmogorov-Smirnov</i>	
N	31
<i>Normal parameters^{a,b}</i>	
Mean	0
Std. deviation	5.97889366
<i>Most extreme differences</i>	
Absolute	0.067
Positive	0.067
Negative	-64
Kolmogorof-Sminov Z	0.371
Asymp. Sig. (2-tailed)	0.999

Note: a. Test distribution is normal. b. Calculated from data.

Departing from the data in Table 6 above, it is known that the Asymp. Sig. (2-tailed) is $0.999 > 0.05$, it can be concluded that the residual data is normally distributed or meets the assumption of normality. The results of the one-sample Kolmogorov-Smirnov test are consistent with the results of the normal probability plot test.

Table 7. Glejser coefficient test

<i>Model</i>	<i>Unstandardised coefficients</i>		<i>Standardised coefficients</i>	<i>t</i>	<i>Sig.</i>
	<i>B</i>	<i>Std. error</i>	<i>Beta</i>		
Constant	3.334	7011		0.478	0.638
<i>Motivation</i>	-269	-149	-334	-1.812	0.801
<i>Organizational culture</i>	0.484	-230	0.278	1.511	0.142

Table 7 above shows the Glejser test data; there are significant values obtained for all the variables above > 0.05 . Glacier test results are consistent with the results of the scatterplot test in Figure 1.

4.6. Hypothesis testing

The results of the classical assumption test as a whole show that the regression model meets the classical assumptions. So the next step is to do an evaluation, as well as interpret the multiple linear regression model to test the direct effect of the variables *Motivation* (X1) and *Organizational culture* (X2) on *Performance* (Y).

Testing the formulated hypothesis is carried out partially or simultaneously. The null hypothesis

4.5. Heteroscedasticity test

This test aims to see the variance of the residual from one observation to another. The heteroscedasticity test in this study was carried out by looking at the scatterplot graph and the Glejser test. The Glejser test results show that if the significance value is > 0.05 , it can be concluded that the research data fulfills the classical assumption of heteroscedasticity.

Figure 1. Heteroscedasticity test results

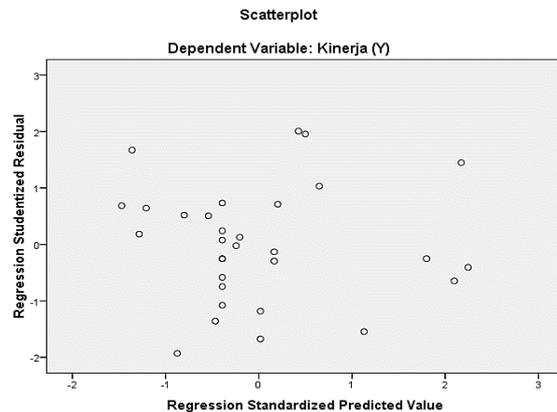


Figure 1 shows the scatterplot of the distribution of random points both above and below the number 0 on the Y-axis. It can be concluded that there is no heteroscedasticity problem in the research data or that the data meet the assumption of heteroscedasticity.

Table 8. Determination coefficient test

<i>Model summary^a</i>				
<i>Model</i>	<i>R</i>	<i>R-square</i>	<i>Adjusted R-square</i>	<i>Std. error of the estimate</i>
1	56 ^b	0.315	0.266	6.189

Note: a. Dependent variable: Performance (Y). b. Predictors: (Constant), Organization (X2), Motivation (X1).

The data in Table 8 shows an Adjusted R-square of 0.266. This means that the influence of the variables *Motivation (X1)* and *Organizational culture (X2)* on

Performance (Y) is 26.6% and the remaining 73.4% is influenced by other variables outside this research model.

Table 9. The goodness of fit model (F-test)

ANOVA ^a						
	Model	Sum of squares	df	Mean square	F	Sig.
1	Regression	493.069	2	246.534	6.437	0.005 ^b
	Residual	1072415	28	38.301		
	Total	1565.484	30			

Note: a. Dependent variable: *Performance (Y)*. b. Predictors: (Constant), *Organization (X2)*, *Motivation (X1)*.

Based on the statistical values in Table 9 above, the calculated F-value is 6.437 with a significance value of 0.005. Because the significance value is less than $0.005 < 0.05$, it can be concluded that

the *Motivation (X1)* identification variable and *Organizational culture (X2)* simultaneously have a significant effect on the *Performance (Y)* variable in the RDPA of Central Maluku Regency.

Table 10. Hypothesis test (T-test)

Model	Unstandardised coefficients		Standardised coefficients	t	Sig.
	B	Std. error	Beta		
Constant	16.571	12.474		1.343	0.19
<i>Motivation</i>	0.302	0.264	0.187	1.143	0.263
<i>Organizational culture</i>	1.656	0.57	0.476	2.908	0.007

Note: Dependent variable: *Performance (Y)*.

Table 10 depicts the multiple linear regression model in this study:

$$Y = 16.751 + 0.302X1 + 1.656X2 + \varepsilon \quad (1)$$

This shows that the variable *Motivation* has a significance value of $0.263 < 0.05$, a significance value of $0.263 < 0.05$ means that H_0 cannot be rejected. This means that motivation has no significant effect on the performance of Bappeda (Development Planning Agency at Sub-National Level) employees in Central Maluku Regency. Furthermore, for the *Organizational culture* variable, a significance value of $0.007 < 0.05$ was obtained, then H_a was accepted. This means that organizational culture has a positive effect on the performance of Bappeda employees in Central Maluku Regency.

5. DISCUSSION

The null hypothesis (H_0) stated that motivation has no effect on employee performance. Partially, for the *Motivation (X1)* variable, a significance value of $0.263 < 0.05$ is obtained. Because the significance value is $0.263 < 0.05$, H_0 was accepted and H_a was rejected. This means that H_1 is rejected or proven insignificant. To find out if the *Motivation* variable does not affect employee performance, a focus group discussion (FGD) was conducted. The employee's reason for stating the working conditions or atmosphere in Bappeda of Central Maluku Regency is that employees carrying out their work are often told to work overtime without paying overtime pay. Another thing that makes most employees unmotivated in carrying out their jobs is the hegemony of power which is so strong that the reign of the ruling dynasty has lasted for 20 years. While in previous studies, there is a significant relationship between motivation and employee performance. Rohim and Budhiana (2019), Mardanov (2021), Paais and Pattiruhu (2020), and Okoth (2021) found motivation to affect employee performance.

For the *Organizational culture (X2)* variable, a significance value of $0.007 < 0.05$ was obtained, so the H_0 was rejected and H_a was accepted. This means that H_2 is accepted or proven significant, which means that organizational culture has a significant positive effect on the performance of Bappeda employees in Central Maluku Regency. This is in line with several studies conducted by Ryanto et al. (2021) and Nurcahyo and Indradewa (2022).

The results of this study indicate that motivation has no effect on employee performance. Motivation is a driving factor to act simply in a situation that encourages or causes a person to carry out an act or activity that takes place consciously. Based on motivation theory, the above understanding is contrary to the main principle that a person only does activities that are fun to do. This shows that under certain conditions under forced circumstances, someone will do something they do not like, so the work done tends to be ineffective or inefficient (Inari et al., 2012).

6. CONCLUSION

It was found that the motivation given by Bappeda has no effect on employee performance. Motivation is not something that can be observed but something that can be inferred because of something that is seen in behavior. What employees want from their jobs is generally something that is important to them, as well as to the organization. This shows that things that are considered as supports that are directed at motivating employees in accordance with the direction and desires of the organization are not working as they should.

Motivation needs to be encouraged and driven by the leadership so that employees want to work optimally. On the other hand, factors of communication, coordination, environment, achievement recognition, and mutual respect are needed to create comfortable working conditions for all parties. Research locations in government organizations (public sector) and companies (private sector) also affect employee motivation, because

government organizations pay salaries and employee benefits schemes that are stipulated in clear regulations, employees with low performance will receive the same salary as other employees. The results of this study are in line with the research of Inary et al. (2016) and Wijaya and Andreani (2015).

The results showed that organizational culture affects organizational performance. This shows that organizational culture is a value that integrates human resources in dealing with external and internal problems as an attempt to adjust integration into the organization.

Soedjono (2005) and Meitriana and Irwansyah (2019), state that organizational culture is a system of spreading beliefs and values that develops within an organization and directs the behavior of its members.

A good organizational culture will influence the mindset and actions of employees in completing their duties. Organizations that have a strong culture will be able to improve the performance of

their employees and foster a spirit of togetherness (Meitriana & Irwansyah, 2019).

Based on the results of the research above, the researchers suggest that in the future, the RDPA of Central Maluku Regency has more synergy between leaders and subordinates in creating a more dynamic work environment according to job demands. The organizational culture has been created and determined to be maintained and further improved in accordance with the demands of a work environment that is always dynamic so that organizational performance can be optimally supported.

Motivation, organizational culture, and employee performance remain a concern in the organization. This study has a number of limitations, including access to respondents and the ability to generalize these findings with research results in other locations. Researchers admit that it is necessary to carry out ongoing studies on the factors that influence employee performance.

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APPENDIX. QUESTIONNAIRE

Respondent's personal data:

Name: (may not be filled in)

Section:

Education: High School Diploma S1 S2

Gender: Male/Female

Experience: Year Month

Put a cross (x) on the answer that you think is the most suitable (one answer only)

Information:

Score 1: Strongly disagree

Score 2: Disagree

Score 3: Neutral

Score 4: Agree

Score 5: Strongly agree

I. WORK MOTIVATION

Dimensions	No.	Indicators	Answer				
			1	2	3	4	5
Psychological needs	1	The amount of salary received a month is sufficient for one month's needs					
	2	Outside of break hours, take time to rest on each working day					
	3	worship during breaks					
	4	recreation for employees in one year					
Security and safety	5	superiors respond to problems/complaints from employees within one month					
	6	The need for pension money for employees who have entered retirement age/died					
Social	7	involved in completing office work in the past month					
	8	Helping coworkers who have had difficulty doing office tasks in the last month					
	9	Consulted with superiors in the past month					
Confession	10	The supervisor checks the work process in the last month					
Self-actualization	11	Superiors provide an evaluation of the results of work in the past month					
	12	Made mistakes on assignments given in the last month					

II. ORGANIZATIONAL CULTURE

Dimensions	No.	Indicators	Answer				
			1	2	3	4	5
Communication patterns	1	Workplace organizations always encourage us to help solve work problems in the environment where we work.					
Vision and mission	2	The organization where we work always encourages us to fill our time with useful activities					
	3	The organization where we work always encourages us to be able to accept tasks and responsibilities and to be trusted					
Control level	4	I as a request for permission from superiors if there are activities outside the office					
Tolerance for risky actions	5	The organization where I work always provides an opportunity to correct the mistakes that have been made because I think that is a valuable lesson					

III. EMPLOYEE PERFORMANCE

Dimensions	No.	Indicators	Answer				
			1	2	3	4	5
Quality of work	1	I do a job with full calculation					
	2	The skills that I have are appropriate for the job I do					
	3	I do a job with dexterous					
Working quantity	4	My work volume achievement level results have been in line with expectations					
	5	The company sets work targets by calculating					
Knowledge	6	With the knowledge that I have, I am able to do a good job					
	7	With the knowledge that I have, I can master the task area of the department other.					
	8	With the knowledge that I have, I am more in control of my task area.					
Job adjustments	9	I prioritize jobs which is a work priority					
	10	To produce a job that is practically, I am proactive in looking for a governance new job.					
	11	I can quickly adjust for each new decision taken by the company					
Reliability	12	I am good at carrying out procedures work					
	13	I am looking for another when I experience work deadlock					
	14	I obey all rules and procedures Work defined in a job					
Work relations	15	I work according to the corridor of the company's organizational structure					
	16	I hold tightly to the delegation of authority, duties, and responsibilities set by the company					
	17	I can work well in a team					
Work safety	18	I understand all safety rules and instructions set by the company					
	19	I comply with all safety rules and instructions set by the company					
	20	I prefer the prevention of work accidents					