

Analysis of Factors Affecting Performance Improvement of Health Officers at Abuya Hospital, Sumenep Regency

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ABSTRACT

Performance is the result of work achieved by a person or group in an organization within a certain period of time, in accordance with their respective authorities and responsibilities. The purpose of this study is to analyze the effect of rewards, work facilities and work coaching on improving the performance of health workers at the Abuya Hospital, Sumenep Regency. The design of this research is an observational quantitative research with a cross sectional approach with the focus of the research being directed at analyzing the effect of rewards, work facilities and work coaching on improving the performance of health workers at the Abuya Hospital, Sumenep Regency. The total population is 287 respondents and a sample of 167 respondents is taken using the Simple Random Sampling technique. In the study, it was found that almost half of the respondents had a good reward category as many as 76 respondents (46%). Almost half of the respondents have good working facilities as many as 77 respondents (46%). Almost half of the respondents have job coaching in the sufficient category as many as 72 respondents (43%). Almost half of the respondents have a good performance as many as 82 respondents (49%). Based on the results of Multiple Linear Regression analysis shows that with a p-value of $0.000 < 0.05$ then H_1 is accepted so it can be concluded that there is a simultaneous effect of reward, work facilities and work development on improving the performance of health workers at the Abuya Hospital, Sumenep Regency with an effect of 74.9%. It is hoped that health workers will be able to provide health services to the community more optimally, namely by improving better performance, so that the goal of improving public health status can be realized properly.

Keywords: Work facilities, Performance, Work coaching & rewards

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INTRODUCTION

Along with the times and the socio-economic improvement of the community, the greater the community's demands on the quality of health services, the demands of patients on health workers also increase. in accordance with applicable health standards and according to the expectations of those served (Sutopo, 2013).

Today's health services have become the main health service industry, where each hospital is responsible for the recipients of health services. The existence and quality of the health services

provided are determined by the values and expectations of the recipients of these services (Nurachmad, 2013).

To be able to provide good service to patients, professional nurses must be able to interact well with patients, be able to manage their emotions, be friendly, know the patient's condition, respond to patient complaints, and be empathetic to the patient's suffering. In this case, nurses are required to always be able to manage their emotions by showing a professional performance, in order to support their professionalism as a nurse (Hangga, 2015).

Emotional intelligence in nursing work is very much needed after intellectual intelligence, as expressed in cultural and religious studies forums (Anonymous, 2013), a lack of emotional intelligence can cause people to be disturbed in using their expertise. The more complex the work, the more important the emotional intelligence needed. Likewise in nursing work where work really requires expertise and skills to meet patient needs which include the patient's biological, psychological, sociological and spiritual needs so that to be able to fulfill comprehensive services, the ability to manage emotions well is needed.

Performance is the level of employee ability in achieving work performance. Prawirosentono (2012) states that "performance is the result of work achieved by a person or group in an organization within a certain period of time, in accordance with their respective authorities and responsibilities". In order to achieve the objectives of the organization concerned legally. Do not violate the law or the stipulated provisions and in accordance with morals and work ethics, evaluation of paramedic performance in providing health services to the community, needs to be considered in terms of paramedic work ability, work compliance or health implementation to the community. If these factors are known to be implemented well, then employee performance can be achieved as expected.

Hospitals will be able to survive and excel in the current era of globalization, by understanding consumer expectations regarding hospital services and implementing them according to what consumers want (Juwita 2013). To gain a competitive advantage globally, hospitals are required to be able to provide quality services. The main goal of hospitals in providing quality services is to achieve patient satisfaction which is marked by reduced complaints from patient customers, thus showing high hospital performance.

The factors that affect employee performance include incentives to employees, provision of work facilities, guidance and work direction to employees, a safe and comfortable work environment (Siagian 2014). According to Slamet Saksono (2014) incentives are one of the tools that can motivate employees' work or as a means of stimulants in increasing morale. The same goes for the staff at the hospital.

According to Siagian (2014) it is stated that work facilities need to be provided in sufficient quantities so that employee performance will increase with the emergence of high enthusiasm and passion for work. In relation to the performance of employees at Samatiga Hospital, the initial data entered shows that work facilities that are in accordance with the expectations and needs of employees will increase morale in providing health services to the community.

In terms of job development, hospital management has provided job guidance to its employees as part of standard operating procedures applicable in the medical community. This is in accordance with what was conveyed by Slame tSaksono (2004) that one of the efforts to improve employee performance is the need for guidance and direction to employees, so that employees will be more skilled in carrying out activities which in the end performance can be achieved well, if job coaching In accordance with the expectations of employees, the morale in providing health services to the community is higher (Jenda, 2016).

Based on a preliminary study conducted by researchers on March 3, 2021 to 10 respondents at the Abuya Hospital, Sumenep Regency, it was found that a number of 7 respondents (70%) revealed that the remuneration carried out by hospital agencies could not meet the expectations of employees, in addition to the facilities provided by the hospital. being in the hospital is still less than enough and also the lack of work guidance by the leadership to the employees so that the knowledge possessed by the employees is only that much, causing the performance of officers at the Abuya Hospital, Sumenep Regency to also tend to be less good.

Based on the above conditions, the authors are interested in researching the analysis of factors that influence the improvement of the performance of health workers at the Abuya Hospital, Sumenep Regency.

METHODS

In this study, the researcher used an observational quantitative design with a cross sectional approach, which is a study to study the dynamics of the correlation between risk factors and effects, by approaching, observing or collecting data all at once (point time approach), that is, each subject The study was observed only once and measurements were made on the status of the character or variable of the subject at the time of examination. This does not mean that all research subjects are observed at the same time (Soekidjo, 2012). This research will analyze the effect of rewards, work facilities and work coaching on improving the performance of health workers at the Abuya Hospital, Sumenep Regency. The total population is 287 respondents and a sample of 167 respondents is taken using the Simple Random Sampling technique. Data analysis using Linear Regression test. This research has gone through an ethical test with the number SK: 2341/KEPK/III/2021

RESULTS

Table 1 Results of linear regression analysis analysis of factors that influence the improvement of the performance of health workers at the Abuya Hospital, Sumenep Regency which was carried out on August 2-23 2021 with a total of 167 respondents

No	Variable	Sig	B	R ²	Sig
1	(Constant)	0.012	1,815	0.749	0.000
2	Rewards	0.000	1.175		
3	Work Facilities	0.002	1,227		
4	Job Development	0.001	1.325		

1. Partial

a. The Effect of Rewards on Performance

Based on the results of Linear Regression analysis shows that the p-value 0.000 < 0.05 then H1 is accepted so it is concluded that partially there is the effect of reward on improving the performance of health workers at the Abuya Hospital, Sumenep Regency.

b. Effect of Work Facilities on Performance

Based on the results of Linear Regression analysis shows that the p-value is 0.002 < 0.05, then H0 is rejected and H1 is accepted, so it can be concluded that partially there is the effect of work facilities on improving the performance of health workers at the Abuya Hospital, Sumenep Regency

c. The Effect of Work Coaching on Performance

Based on the results of Linear Regression analysis shows that the p-value is 0.001 < 0.05 then H0 is rejected and H1 is accepted so it is concluded that partially there is the effect of job coaching on improving the performance of health workers at the Abuya Hospital, Sumenep Regency

2. Simultaneous

Based on the results of Multiple Linear Regression analysis shows that with a p-value of 0.000 < 0.05 then H1 is accepted so it can be concluded that simultaneously there is the effect of rewards, work facilities and work coaching on improving the performance of health workers at the Abuya Hospital, Sumenep Regency with an effect of 74.9%.

DISCUSSION

A. Reward for Health Officers at Abuya Hospital, Sumenep Regency

The results showed that almost half of the respondents had a good remuneration category as many as 76 respondents (46%). In addition, a number of 59 respondents (35%) have sufficient remuneration category. Meanwhile, a number of 32 respondents (19%) have less remuneration category.

Awards are rewards, prizes, rewards or rewards. In the concept of management, reward is one of the associations of a person's actions and behavior with feelings of happiness, pleasure and usually will make them do a good deed repeatedly. In addition to motivation, rewards also aim to

make someone become more active in their efforts to improve or improve the achievements they have achieved (Wibowo, 2014).

According to Handoko (in Romadhon, 2017), reward is a form of appreciation for efforts to get a professional workforce in accordance with the demands of the position, a balanced coaching is needed, namely an effort to plan, organize, use and maintain manpower in order to be able to carry out tasks effectively. and efficient. As a concrete step in the results of the coaching, there is a reward for employees who have shown good work performance.

The purpose of the remuneration system in general is to attract, retain and motivate quality human resources, for that human resource management needs to consider the supply and demand of human resources. If there is an excess supply of labor, the level of compensation given is relatively low. On the other hand, if there is excess demand, the rate of return is relatively high.

Achieving the goal of motivating human resources depends on the basis of the reward system. For the remuneration system based on performance and competence, the motivations for each are performance improvement and human resource skills/expertise. Meanwhile, the remuneration system based on time and seniority and the severity of the work is more about rewarding than motivating.

Employees receive rewards in the form of salaries, wages, or other forms to meet economic needs. Rewards are related to the requirements that must be met by employees in the positions they occupy, so as to create a balance between outputs and inputs. The more daring an institution provides a high reward can be used as a benchmark that the more successful the institution is in building the work performance of its employees, because the provision of high rewards is only possible if the institution has a high enough income and is willing to provide high rewards in the hope that the institution will be more advanced. the. Giving better rewards will encourage employees to work more productively.

B. Work Facilities for Health Officers at Abuya Hospital, Sumenep Regency

The results showed that almost half of the respondents had good working facilities as many as 77 respondents (46%). In addition, a number of 62 respondents (37%) have sufficient working facilities. While a number of 28 respondents (17%) have less category of work facilities.

Facilities which are tools to distinguish one educational institution's program from other competitors. (Lupiyaodi, 2010) work facilities are supporting facilities in government office activities that are physical, and are used in normal activities, have a relatively permanent period of use and provide benefits for the future. The greater the activities of a government office, the more complete it is. also supporting facilities and facilities in the process of activities to achieve these goals. A government office must have various kinds of complete work facilities such as office buildings, computers, tables, chairs, cabinets and other supporting facilities such as official vehicles.

Furthermore, Moenir (2009) states that facilities are everything that is occupied and of interest by employees, both in direct relation to work and for the smooth running of work. This work tool is also divided into two types, namely management work tools and operational work tools. Management work tools are in the form of rules that stipulate the authority and power in carrying out their obligations. So with the tools of authority and power, management can carry out its function to lead, direct, regulate and supervise the implementation of work by employees or workers.

As the main key, human resources will determine the success of implementing government organization activities because the success or failure of an organization or institution will be determined by the factors of its employees in achieving its goals. An employee who has high and good performance (work or work produced) can support the achievement of goals and objectives set by government organizations.

Work facilities provided by government offices are facilities and infrastructure to facilitate work. Adequate work facilities with conditions that are suitable for use and well maintained will help smooth work processes within an organization. Providing complete facilities is also used as a driving force to work. Work facilities must be a concern of every organization because they can affect the overall performance of employees, as one of the agencies that pays attention to the performance of its employees and prepares work facilities that support the implementation of the main tasks and functions (TUPOKSI) of each employee.

C. Work Development of Health Officers at Abuya Hospital, Sumenep Regency

The results showed that most of the respondents had job coaching in the sufficient category as many as 72 respondents (43%). In addition, a number of 64 respondents (38%) have job coaching in the good category. Meanwhile, a number of 31 respondents (19%) had job coaching in the less category.

According to Mitha Thoha (2013) coaching is an action, process, result, or statement that is better. In this case, it indicates progress, increased growth, evolution of various possibilities, development or improvement of something. There are two elements of the definition of coaching, namely coaching can be in the form of an action, process, or statement of purpose, and coaching can show improvement over something.

According to Poerwadarmita (2012) coaching is an effort, action and activity that is carried out efficiently and effectively to obtain better results. In general, coaching is referred to as an improvement to the planned pattern of life. Every human being has a certain purpose in life and he has a desire to realize that goal. If the purpose of life is not achieved then humans will try to rearrange the pattern of their life.

Coaching according to Masdar Helmi (2014) is all efforts, endeavors and activities related to planning and organizing and controlling everything in an orderly and directed manner.

In the implementation of coaching, it should be based on things that are effective and pragmatic in the sense that it can provide the best possible solution to the problems faced, and pragmatic in the sense of basing the facts that exist in accordance with reality so that they are useful because they can be applied in practice. Failure to achieve what is expected will greatly affect a person's condition both psychologically and mentally. Here, the role of the supervisor is very necessary in order to direct so that the work can be done well, and this is very helpful so that what was planned can be achieved properly as well.

D. Performance of Health Officers at Abuya Hospital, Sumenep Regency

The results showed that most of the respondents had good performance as many as 82 respondents (49%). In addition, a number of 58 respondents (35%) had performance in the moderate category. While a number of 27 respondents (16%) have a performance in the poor category.

Performance can basically be seen from two aspects, namely the performance of employees (individuals) and organizational performance. Employee performance is the result of individual work in an organization. While organizational performance is the totality of the work achieved by an organization (Handri, 2012).

Performance is a description of the level of achievement of the implementation of an activity/program in realizing the goals, objectives, mission, and vision of the organization contained in the strategic planning of an organization (Mahsun, 2015). Widodo (2016) adds that performance is carrying out an activity and perfecting it according to its responsibilities with the expected results. Meanwhile, Anwar (2015) said that performance is the result of a person's quality and quantity of work in carrying out his functions in accordance with the responsibilities given to him.

Based on the existing theory, it can be concluded that organizational performance is the level of achievement of the implementation of an organization's tasks in an effort to realize the goals, objectives, mission, and vision of the organization. It can be seen that the elements contained in organizational performance consist of results or evaluation of job functions, factors that affect employee performance such as motivation, skills, role perceptions, and so on. Achievement of organizational goals and a certain time period (Sasa, 2016).

Keith Davis in Anwar's book (2015) states that the factors that affect performance are the ability factor and the motivation factor. Psychological abilities, consisting of potential abilities (IQ) and reality abilities (knowledge + skills), which means leaders who have an IQ above the average with adequate education for their positions and are skilled in doing daily work. Motivation (motivation) is defined as a leadership attitude towards work situations in the organizational environment.

Performance is the result of work that can be achieved by a person or group of people in an organization according to their respective authorities and responsibilities in an effort to achieve organizational goals legally, not violating the law, and according to morals and ethics. Performance

is the appearance of the work of personnel both in quality and quantity in an organization. Good performance from an employee will be beneficial for himself in the future.

E. The Effect of Rewards on Improving the Performance of Health Officers at Abuya Hospital, Sumenep Regency

Based on the results of Linear Regression analysis shows that the p-value $0.000 < 0.05$ then H_1 is accepted so it is concluded that partially there is the effect of remuneration on improving the performance of health workers at the Abuya Hospital, Sumenep Regency.

According to Abraham Maslow (1943) job rewards on performance are the fourth level needs, namely the need for self-esteem or dignity. This includes the need for status and respect. The need for position and promotion in the field of employment, someone has a tendency to be seen that they are important, that what they do is meaningful, that they have a contribution to the surrounding environment can motivate employees to improve their performance.

The results of this study are supported by research conducted by Afriana Amelia Nursadin (2012) regarding the relationship between motivation and the performance of midwives at the Siti Fatimah Regional Hospital for Mothers and Children in Makassar, saying that there is a significant relationship between awards and midwives' performance, most of the respondents who are supported by awards given good with good performance as many as 25 people (80.6%). And research conducted by Susanto (2011) on the effect of recognition on the performance of health workers in hospitals in the city of Cirebon with a large effect of 58%. In this study it was found that there is a relationship between rewards and employee work motivation, awards have a role in influencing employee work motivation. Awards provide comfort,

The results of this study are supported by research conducted by Muhammad Rifki (2013) about the effect of rewards on employee work motivation in hospitals in the city of Malang, there is a relationship between motivation and awards, awards given by a leader by acknowledging the work performance that has been done by his employees and respect for one's position or position will affect employees at work. By recognizing employees as individuals, of course, employees will feel valuable and will show better work.

Based on the results of the study directly remuneration can affect the performance of officers, this happened in this study. Providing good remuneration is a basic right of a person in the work environment, making it very important in the life of every health worker. With fair treatment from co-workers and superiors, both in terms of ethics, performance and achievements, the potential for a health worker will work better.

F. The Effect of Work Facilities on Improving the Performance of Health Officers at the Abuya Hospital, Sumenep Regency

Based on the results of Linear Regression analysis shows that the p-value is $0.002 < 0.05$, then H_0 is rejected and H_1 is accepted, so it can be concluded that partially there is the effect of work facilities on improving the performance of health workers at the Abuya Hospital, Sumenep Regency.

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quality services is to achieve patient satisfaction which is marked by reduced complaints from patient customers, thus showing high hospital performance.

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G. The Effect of Work Development on Improving the Performance of Health Officers at the Abuya Hospital, Sumenep Regency

Based on the results of Linear Regression analysis shows that the p-value is $0.001 < 0.05$ then H_0 is rejected and H_1 is accepted so it is concluded that partially there is the effect of job coaching on improving the performance of health workers at the Abuya Hospital, Sumenep Regency.

Emotional intelligence in nursing work is very much needed after intellectual intelligence, as expressed in cultural and religious studies forums (Anonymous, 2013), a lack of emotional intelligence can cause people to be disturbed in using their expertise. The more complex the work, the more important the emotional intelligence needed. Likewise in nursing work where work really requires expertise and skills to meet patient needs which include the patient's biological, psychological, sociological and spiritual needs so that to be able to fulfill comprehensive services, the ability to manage emotions well is needed.

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The factors that affect employee performance include incentives to employees, provision of work facilities, guidance and work direction to employees, a safe and comfortable work environment (Siagian 2014). According to Slamet Saksono (2014) incentives are one of the tools that can motivate employees' work or as a means of stimulants in increasing morale. The same goes for the staff at the hospital.

In terms of job development, hospital management has provided job guidance to its employees as part of standard operating procedures applicable in the medical community. This is in accordance with what was conveyed by Slame tSaksono (2004) that one of the efforts to improve employee performance is the need for guidance and direction to employees, so that employees will be more skilled in carrying out activities which in the end performance can be achieved well, if job coaching In accordance with the expectations of employees, the morale in providing health services to the community is higher (Jenda, 2016).

CONCLUSION

1. Almost half of the respondents have reward in good category as many as 76 respondents (46%).
2. Almost half of the respondents have work facilities in good category as many as 77 respondents (46%).
3. Almost half of the respondents have job coaching in the sufficient category as many as 72 respondents (43%).
4. Almost half of the respondents have performance in good category as many as 82 respondents (49%).
5. There is the effect of reward on improving the performance of health workers at the Abuya Hospital, Sumenep Regency.
6. Ada the effect of work facilities on improving the performance of health workers at the Abuya Hospital, Sumenep Regency

7. There is an effect of job coaching on improving the performance of health workers at the Abuya Hospital, Sumenep Regency

SUGGESTION

1. For Respondents

It is hoped that health workers will be able to provide health services to the community more optimally, namely by improving better performance, so that the goal of improving the health status of the community can be realized properly.

2. For Educational Institutions

It is hoped that educational institutions can use the results of this study as learning input in the influence of rewards, work facilities and job development on improving the performance of health workers at the Abuya Hospital, Sumenep Regency and can be developed again for further research to be more useful for readers and for researchers.

3. For Further Researchers

It is hoped that further research needs to be deepened and added more specific research on the factors that affect the improvement of the performance of health workers at the Abuya Hospital, Sumenep Regency.

ACKNOWLEDGMENT

I solemnly declare that to the best of my knowledge, in this thesis there is no scientific work that has been submitted by another person to obtain an academic degree at a university, and there is no work or opinion that has been written or ordered by anyone. others, except those quoted in this manuscript and mentioned in the citation sources and bibliography.

CONFLICT OF INTEREST

In this study, there is no interest whatsoever regarding myself or with other institutions other than the Indonesian Strada Institute of Health Sciences, Kediri City.

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