EMPLOYEE PERFORMANCE ANALYSIS OF PERMATA PAMULANG HOSPITAL ADMISSION UNIT IN 2022

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ABSTRAK


Kata Kunci: Motivasi kerja, disiplin kerja, prestasi karyawan

ABSTRACT

Human resources play an important role in a company because they are a key factor in managing the company's goals. Performance assessment is one of the assessments of an employee's ability to exercise his authority. Things that can affect good employee performance include motivation, employee work discipline, supervision, leadership style, and more. The objective of this study is to see how the role of Human Resources (HR) in developing the performance of employees in the Registration Unit of the Jewelry Pamulang Hospital. The study uses a qualitative approach with descriptive methods. This research was conducted to understand more deeply and explain the experiences experienced by individuals through in-depth interviews. The data processing of this research uses triangulation of sources and methods. The informants in this study are five people who are key informants, primary informants, and supportive informants. The study was conducted at the Pamulang Jewelry Hospital from October 2022 to January 2023. The results of this study indicate that the performance of employees in the Registration Unit is good, for employees, it is almost disciplined but still, there are employees who are less disciplined. Employees' work also requires motivation from their superiors so that their performance is better. Motivation is essential because employees' motivation can work better and enthusiasm in their performance. Besides, the employee's work discipline at the Yellow Pamulang Hospital Registration Unit is quite good, because employees already understand each other's responsibilities.

Keywords: Work motivation, work discipline, employee achievement
INTRODUCTION

In the current era of globalization, the health sector has greatly increased in quality and quantity. At the time of the development of increasingly modern science and technology. This can make parties related to the health sector, one of which is hospitals, grow rapidly (1). The existence of developments in science and technology that are running quite rapidly can make organizations adapt well to changes, both from within and outside.

Human resource management plays an important role in the organization to manage, organize, administer, and use available human resources so that they can function effectively and efficiently. In an organization, human resources play an important role in the need for good management and maintenance. This is because human resources affect other resources in an organization. Human resources play a major role in a company because it is a major factor in managing company goals. The existence of human resource management will later play an important role in a company or organization in terms of managing, managing, managing, and using the maximum available human resources so that they can function effectively and efficiently as expected (2).

The need for quality public health services and support from the government in the form of allocation of funds, the hospital needs to pay attention to employee performance so that it is achieved in providing quality health services for the community. To achieve this goal, good performance from hospital employees greatly affects the quality of hospital services. The role of Human Resources (HR), which plays a role in assessing staffing, is tasked with managing, improving employee performance and assessing activities, and being able to meet the needs of employees in hospitals to create a harmonious atmosphere in the work environment (1).

The results of observations made by researchers at Permata Pamulang Hospital in the Admission unit related to employee performance in discipline, responsibility, customer service in registration services, ability, honesty, and relationships with colleagues. In this performance appraisal, there are still several employees who are not disciplined and are still lacking in ability, so they still need monitoring from the choir in the Admissions unit.

In improving employee performance, a high level of employee motivation is required. With this motivation, it can provide reasons for an employee to do well by established procedures, standards, and goals. Motivation is someone's encouragement to work, such as high salaries, nurturing leaders, adequate work facilities, a comfortable work environment, and pleasant co-workers and others. Psychologically this can show that the encouragement and enthusiasm possessed by an employee in doing his work is greatly influenced by the motivation that drives him (3). Therefore, researchers want to take this title aiming to see what the Role of Human Resources (HR) in Developing Employee Performance at the Admission Unit of Permata Pamulang Hospital in 2022.
METHOD

This research uses a qualitative approach with descriptive methods. This research was conducted to understand more deeply and explain the experiences experienced by individuals through in-depth interviews. This in-depth interview method was carried out so that the researcher obtained verbal information from the informant, for the information needed in the informant's research, to obtain more specific answers. This research was conducted to obtain more in-depth information regarding the performance of employees in the Admission Unit at Permata Pamulang Hospital. The research location taken was the admission unit of Permata Pamulang Hospital.

RESULTS AND DISCUSSION

Table 1. Interview Results Regarding Work Motivation

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<th>Conclusion</th>
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<td>Based on the results of the interviews, it can be concluded that in doing work, employees need motivation. In addition, the increase in salary from the hospital can also increase motivation for workers.</td>
<td>Based on the results of the interviews, it can be concluded that all employees need motivation. Examples of motivation such as dependents or life goals for the future. In addition, what can motivate employees is salary increases or incentives and awards. However, to deal with employees who have not experienced improvement at work, it is necessary to continue to motivate them so that these employees can increase their motivation at work.</td>
<td>Based on the interview results, it can be concluded that motivation is very necessary, such as a salary increase. In addition, employees whose performance is good will receive a charter or perhaps an incentive from the hospital.</td>
<td>Based on the results of the interviews, it can be concluded that employees need motivation to improve performance. Examples of motivation given are salary increases and incentives.</td>
<td>Based on the interview results, it can be concluded that as an HRD it is necessary to provide motivation such as internal training. For this motivation, it is necessary to have a target, because having a target can motivate employees to get rewards. The reward is in the form of a salary increase. Whereas for employees who do not experience an increase in work, the employee will be called on and continue to be given motivation.</td>
<td>From the results of interviews regarding work motivation at the Admission Unit at Permata Pamulang Hospital, work motivation is needed by anyone, because with motivation employees will be more diligent in carrying out their duties. If the employee performs well, he will receive an award. The award from the hospital is in the form of a salary increase or incentive, given a prize from the Admission unit.</td>
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employees need to capabilities of performance increasing the motivation, while that is with improving the in this admissions of the employees performance

Table 2. Interview Results Regarding Work Discipline

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<td>Based on the results of the interviews, it can be concluded that in the admissions unit, the employees are disciplined, because each employee understands their respective responsibilities. Employees in this admissions unit also never delay work because it will add more work for employees on the next shift. For discipline, a few years ago there was a sanction for employees who were &gt; 15 minutes late and would be subject to a fine of Rp. 5000 and the fine will be used for common purposes.</td>
<td>Based on the interview results, it can be concluded that the employees in the admission unit are disciplined. However, if there are employees who are late, they need to provide clear reasons to get tolerance. There have never been any employees in the admissions unit who procrastinate, but maybe there are those who still like to postpone work because they are still in the learning stage.</td>
<td>Based on the interview results, it can be concluded that the employees in the admission unit are disciplined. No one ever delays work because it’s a pity for patients who have to wait a long time. In addition, employees who are late will be subject to sanctions.</td>
<td>Based on the results of the interviews, it can be concluded that the employees are disciplined and come on time. If there are employees who are late, they will be subject to sanctions. Then when working, the employees in the admissions unit never procrastinate because the work is being pursued by deadlines, so they cannot postpone it.</td>
<td>Based on the results of the interviews, it can be concluded that the employees in the admissions unit are disciplined, however, employees who are not yet disciplined will be given a warning by the coordinator in the unit and if there are no changes then it will be handed over to HR to give a warning to the employee. For work, it is good no one is delaying it. Regarding discipline as an HR, it is necessary to set a good example so that his subordinates can follow him.</td>
<td>From the results of the interviews, it was found that the admissions unit employees were disciplined and never procrastinated. Meanwhile, to improve the discipline of a superior, it is necessary to provide sanctions so that the employee can be disciplined.</td>
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Table 3. Interview Results Regarding Employee Performance

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<td>Based on the results of the interviews, it can be concluded that the performance of the employees in this admissions unit is good. In improving the quality of work that is with motivation, while increasing the performance capabilities of employees need to</td>
<td>Based on the results of the interviews, it can be concluded that the performance appraisal are satisfactory, but further improvement is needed. Employees in this admission unit are to</td>
<td>Based on the results of the interviews, it can be concluded that the results of the performance appraisal are satisfactory. This performance appraisal is carried out once a month and at the same time, an evaluation is</td>
<td>Based on the results of the interviews, it can be concluded that the results of the performance have been satisfactory. For this work assessment is carried out once a month and an evaluation meeting is held which is given</td>
<td>Based on the results of the interviews, it can be concluded that some of the performance results in this hospital have been satisfactory and some have not been satisfactory. However, for the admission</td>
<td>From the results of interviews regarding employee performance, it was found that the performance of the Admission unit employees was satisfactory. This employee performance appraisal is carried out once a month which is given from HRD to the Admissions unit coordinator. In addition, every month there will be an evaluation. To improve the quality of good work, employees need motivation from themselves and their superiors.</td>
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The close effect of work motivation on employee performance must receive special attention from management. Good employee performance can also be one of the factors in increasing hospital performance because employees are the main door to health services in the community. High work motivation makes employees have a high enthusiasm to provide the best service for patients so that patients feel satisfied with the services provided (4).

In Sibarani's research (2018), that if the company pays attention to employees by providing good motivation including encouragement and training, which is part of the company's motivation to employees, employees will feel satisfied with what is given, making employees continue to improve their performance (5).

The results of the study show that the provision of motivation is very important because this motivation can support employee performance. The motivation given by the Permata Pamulang Hospital is in the form of awards, salary increases, and incentives to motivate employees who perform well as a form of appreciation from the hospital.

Motivating the Permata Pamulang Hospital Admission Unit is very important to employees for their performance. There are several ways to improve employee performance capabilities such as attending training every month and also need to learn new things so that employees can be assigned to any part. With good performance capabilities, it can improve the image of the hospital. As for some ways to interpret employee performance as good or not, namely based on the indicators of success that have been determined by the Permata Pamulang Hospital. According to Dessler (2015), has several benefits, namely most salaries based on work, promotional and retention decisions on employee
assessments, and assessments allow managers and subordinates to develop plans to correct deficiencies and increase subordinate strength. Therefore, the way to evaluate it is to hold a monthly meeting and provide a reprimand for employees who are still in violation (6).

Discipline in work, as one of the nurse performance appraisal indicators, is also used as a liaison between nursing managers to communicate with their subordinates to build good behavior increase awareness, and comply with organizational regulations and applicable social norms. Discipline indicators in this study include the presence of official time, compliance with regulations, obedience to work standards, and ethical work (7).

From the results of previous studies entitled The Effect of Physical Work Environment, Work Stress and Work Discipline on Employee Performance of the Production Section of PT. Kimia Farma, Tbk Semarang with the results of work discipline significantly affects employee performance, with a simple linear regression test of work discipline has a positive influence on performance variables, so that the higher the work discipline of employee eating will be better, on the contrary, the lower employee work discipline the worse is too. Employee Performance (8).

Work discipline for employees in the Permata Pamulang Hospital Admission Unit has implemented working hours If employees come late for more than 15 minutes, they will be subject to sanctions, so when working hours have been applied by employees the coordinator must come on time. If there are still employees who are late for work, a coordinator follows up on employees who violate the rules, because it can reduce the indiscipline of employees.

The rules that have been set by the coordinator in the Permata Pamulang Hospital Admission Unit for those who violate the rules or arrive late will be subject to sanctions in the form of a fine of Rp. 5,000 which will later be put into cash and will be used for the needs of the Admission Unit. If the employee is still repeating his mistakes, a reprimand or SP warning will be given, and sanctions will be given so that the employee does not abuse the rules set by the coordinator.

Work discipline is proven to have an important role in improving employee performance. Discipline at work is an important factor that must be possessed by an employee who wants to achieve his best performance. Work discipline can be in the form of working on time, including obedience in doing the tasks given to him. The paradigm that is developing at this time, most companies need employees with discipline in their work. The company hopes to recruit employees who have high enthusiasm, comply with the rules set by the company, and can take advantage of the company's facilities well so that it can compete both nationally, regionally, and internationally. In addition, with high work discipline, an employee will master the work that has been done and will achieve maximum performance (9).
CONCLUSION AND SUGGESTIONS

Based on the results of the discussion above regarding the role of Human Resources (HR) in developing an employee's performance at the admission unit of Permata Pamulang Hospital, it can be concluded that motivation is needed because with motivation employees can work better and have enthusiasm in their performance. In the admission unit, employee performance can be said to be good if the employee's performance is satisfactory and can improve the good name of the hospital. In addition, the work discipline of the employees at the admission unit at Permata Pamulang Hospital is quite good, because these employees understand their respective responsibilities. If you are not disciplined, you will be given a sanction, a warning, or an SP.

Hospitals, hospitals are expected to provide motivation and work discipline to employees so that they can be further improved. Employees, employees are expected to be able to improve employee performance to maximize work and comply with the rules that have been set at the admission unit of Permata Pamulang Hospital.

REFERENCES