



The Influence of Work Organizational Culture on the Performance of Health Workers at Abdoel Wahab Sjahranie Hospital

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ABSTRACT / ABSTRAK

Culture is accepted by an organization as the foundation of the management system applied to it and as a guideline for the behavior of its members. A strong organizational culture helps employees clearly understand the tasks assigned by the organization and has a major influence on the performance of organizational members. HOSPITAL. This study used a cross-sectional study using a simple regression test with a significance level of 0.05. The population in this study were 90 civil servants administrative staff at Abdoel Whab Sjahranie Hospital. Respondents get a research tool in the form of a questionnaire or questionnaire to answer. The results of research with simple regression statistical tests show that culture. The organization includes commitment, consistency, adaptability, and mission which have a significant effect on employee performance. The conclusion of this study is that organizational culture has a strong significant influence on employee performance at Abdoel Wahab Sjahranie Hospital.

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1. INTRODUCTION

Hospital is a health service facility that provides comprehensive individual medical services, provides inpatient, outpatient and emergency services. The hospital is a component (integrated) of an organization and health, with the function of providing comprehensive health services to the community both in terms of treatment and prevention, the output of which reaches the environment. medical staff training center. workers and biosocial research. In Indonesia, the performance of health workers is still weak. According to research by Riono, S. B., Syaifulloh, M., & Utami, S. N. (2020), more than 58% of staff at dr. Soeselo, Tegal Regency did poorly and 42% of patients were dissatisfied with staff services. Everyone has the right to health services, the State is responsible for providing adequate health facilities and public equipment. The hospital as a medical building is part of an important medical resource to support the implementation of medical efforts.

The many needs of the community as users of medical services in hospitals make hospital management always try to improve its quality by improving performance in various organizational activities. . This is also achieved by public hospitals whose culture continues to be able to meet the community's need for quality health services.

Managing means carrying out the functions of planning, organizing, acting and supervising in the hospital, planning for the sake of planning is building what will be achieved, as well as what has been determined, taking into account the ownership capacity. Planning includes people, money, advice and methods. Organization is the whole process of uniting people, tools, tasks, responsibilities and authorities, to create an organization that can work as a unit to achieve the goals that have been set. Meanwhile, readers of motor functions direct and direct what they want and know.

Changes in the increasingly complex and competitive organizational environment require every organization and business, including hospitals, to react more quickly in order to survive and continue to grow. To support organizational change requires personal change. The process of adapting organizational change to individual change is not easy.

Therefore, the need for organizational culture is a set of values, beliefs and principles adopted by an organization that underlies the management system applied to it and serves as a guide for the behavior of members of the organization. A strong organizational culture provides employees with a clear understanding of the tasks assigned by an organization, which has a major influence on behavior. The results of the study (Nooraisyah, 2014) examined organizational culture on hospital performance in Kotabaru covering 4 factors namely participation, Consistency, Adaptability, and Mission found that Engagement and Consistency had an effect on performance, while Adaptability and Mission had no effect on performance.

In addition, based on the performance accountability report by the Management of RSUD Abdoel Wahab Sjahranie said that there is still no understanding of each hospital implementing unit in carrying out their main tasks and functions, the low quality of officers who can offer promotions inside and outside the hospital and the low level of officer discipline.

In addition, from the initial assessment conducted, it was found that Abdoel Wahab Sjahranie Hospital also complained about the difficulty of communicating or providing information to management, as well as the lack of education and training for hospital medical personnel, especially in the last 5 years, even though ideally every health worker has the right to education. and training of health workers. approximately 20 hours/year and the allocated budget is 5% (Ministry of Health RI, 2005).

2. MATERIALS AND METHOD

This type of research is a quantitative research with a cross-sectional approach, namely research to determine the magnitude of the influence of the independent variables on the dependent. In this study there are two variables, namely the independent variable and the

dependent variable. The independent variable in this study is organizational culture which includes participation, adaptation, consistency and mission, and the dependent variable is the performance of the Abdoel Wahab Sjahranie Hospital facilities. The study population was health workers who had sample inclusion criteria, namely administrative staff in management and civil servant status who served at the Abdoel Wahab Sjahranie General Hospital.

3. RESULTS AND DISCUSSION

This research was conducted in May-June 2020 at the Abdoel Wahab Sjahranie Hospital. The sample size is 90 subjects who are civil servants. The search results are described in the form of a frequency distribution table and the search results are checked with SPSS software. The results of the study are as follows.

Tabel 1. Results of Research on the Effect of Organizational Culture on Employee Performance at Abdoel Wahab Sjahranie Hospital

Organization Culture	Performance				Total		Statistic Test
	n	Good %	n	Less %	n	%	
Involment							
Height	41	68,3	12	40,0	53	58,9	
Low	19	31,7	18	60,0	37	41,1	<i>p=0,00</i>
Total	60	100,0	30	100,0	90	100,0	
Consistency							
Height	40	66,7	10	33,3	50	55,6	
Low	20	33,3	20	66,7	40	44,4	<i>p=0,00</i>
Total	60	100,0	30	100,0	90	100,0	
Adaptability							
Height	45	75,0	7	23,3	52	57,8	
Low	15	25,0	23	76,7	38	42,2	<i>p=0,00</i>
Total	60	100,0	30	100,0	90	100,0	
Mission							
Height	46	76,7	11	36,7	57	63,3	
Low	14	23,3	19	63,3	33	36,7	<i>p=0,00</i>
Total	60	100,0	30	100,0	90	100,0	

Based on the table it can be seen that 41 respondents (68.3%) had high involvement, 19 respondents (31.7%) had good performance and low involvement. As many as 12 people (40%) have high involvement with poor performance, while 18 respondents (60%) have low involvement with poor performance. Based on the results of the simple regression test, the results obtained are $p = 0.000 < 0.05$, which means that there is an influence of involvement on employee performance at Abdoel Wahab Sjaranie Hospital.

The table for consistency shows that there are 40 respondents (66.7%) with high consistency, 20 respondents (33.3%) who have low consistency with good further performance, as many as 10 people (33.3%) high consistency with poor performance, and low consistency of 20 respondents (66.7%) with poor performance. Based on the results of the simple regression test, the results obtained are $p = 0.000 < 0.05$, which means that there

is an influence of involvement on employee performance at Abdoel Wahab Sjaranie Hospital.

The table for adaptability shows that there are 45 respondents (75.0%) with high adaptability, 14 respondents (23.3%) who have low adaptability with good performance further, as many as 11 people (36.7%) with high adaptability with poor performance, and low adaptability 19 respondents (63.3%) with poor performance. Based on the results of the simple regression test, the results obtained are $p = 0.000 < 0.05$, which means that there is an influence of adaptability on employee performance at Abdoel Wahab Sjaranie Hospital.

The table for the mission shows that there are 46 respondents (76.7%) with high missions, 14 respondents (23.3%) who have further low-performance missions, as many as 11 people (36.7%) high missions with less performance, and low mission 19 respondents (63.3%) with poor performance. Based on the results of the simple regression test, the results obtained are $p = 0.000 < 0.05$, which means that there is an influence of mission on employee performance at Abdoel Wahab Sjaranie Hospital.

The participation of the Abdoel Wahab Sjaranie Hospital is quite good, all administrative staff say that the hospital always includes decision-making in management related to their work. and opens opportunities for its staff to continuously improve their abilities and skills. Routinely, the hospital always goes through education and training.

Research conducted by Rachmat, F. K. (2019) which suggests that participation has a significant positive impact on organizational performance by involving employees in their work, employees will produce better performance because individuals who are highly involved in their work will feel that their work is productive. an integral part of their job an important part of their life.

The results of the study revealed that the consistency of inpatient treatment at Abdoel Wahab Sjaranie Hospital was very good. Most of the respondents said that the head of the RSUD was always on the side of making a collective agreement to solve or settle a problem. Heads of departments also encourage the development of a shared vision/awareness of organizational goals among each member, this is supported by joint meetings led by department heads in each hospital to submit complaints and suggestions for service improvement in each health care facility. Another study by Oktasari, W., (2022) shows that the performance of hospital employees can also be affected by work shifts.

Research conducted by Nisa, D. K., Santoso, B., & Azhad, M. N. (2018) said that consistency is classified as strong, which means that companies with a consistent organizational culture have the ability to motivate employees to work more integrated, coordinated and more closely controlled so as to provide positive impact on the performance of the company's employees. In organizations with a strong culture, employees tend to follow set directions. Weak organizational culture tends to make employees have no clear direction, so they choose to do it themselves. As a result, employee performance is not optimal. A strong culture can help employees comply with company rules.

Simple regression test results obtained results $p = 0.000 < \alpha$ must reject the hypothesis H_0 and accept H_a . Yang said the task had an impact on the work efficiency of the medical staff at the Abdoel Wahab Sjaranie Hospital. The research obtained during the research, the respondents said that the duties at the Inpatient Facility of the Abdoel Wahab Sjaranie Hospital were very good. The head of the room, the hospital always communicates clearly the direction and goals of the organization to the leaders of all members, links the vision and mission of the hospital with the vision and mission of the rooms in each hospital facility to the medical staff. the values contained in the hospital's vision and mission serve as guidelines in work and behavior to achieve common goals.

The same research was conducted by Simbolon, S. (2019). That organizational culture is inseparable from several things such as management support, reward systems, direction, control, communication patterns and integrity, all of which have a positive impact on employee performance. So that in order to improve employee performance there are

also many things that should be considered. In this case, it is the task of the HR manager who is able to design the right strategy going forward.

Other research builds a culture of good employee spiritual values, which is a value that can be a strategic step, for example at Yarsi Hospital, Jakarta, although compensation for employee performance is still lacking, but with employees who have established spiritual values, compensation that is still not optimal can be maximized through values. spiritual which is reflected in the performance of employees.

4. CONCLUSION

There is a significant influence between work organizational culture on the performance of health workers at Abdoel Wahab Sjahranie Hospital. Recommendations to RSUD Abdoel Wahab Sjahranie to maintain involvement, consistency, adaptability and a clear mission for employees to achieve optimal performance. Maintaining performance can also be done by giving rewards/awards for exemplary employees as well as punishments or challenges for employees who are considered underperforming. Recommendations for further researchers to also deepen the breadth of influencing factors that influence performance such as organizational dynamics and leadership.

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