An Analysis of Individual and Performance Factor Relation on Public Hospital Employee

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Abstract: Hospital is an organization that work on society service. One of efforts to supply optimal service is giving otority or autonomy on hospital. Giving autonomy on hospital conducting to change the status of hospital into BLUD (Badan Layanan Umum Daerah) or Regional Public Service Agency (RPSA). RPSA is a work unit of region equipment that created with a purpose to give society service by supply things or service which is sold without looking for profit and the activity is based on efficiency principal and productivity. Then this research is to find out on several individual factors, there are social, emotional and physical employee is affecting their performance individually or in groups and also the relationships between all these factors respectively. This research is used cross sectional design. The sample of this research is the 32 employe of hospital which is have RPSA label, that is located on Sampang Regional Public Hospital (RSUD). The variable measured based on EWPS (Endicott Work Productivity Scale) individual factor, that is social factor, emotional and physic. The result of this statistical test is used Spearman test which is work for knowing the relation between individual factor and individual performance. Statistic analyze show that social factor (rsp = 0.649), emotional factor (rsp = 0.795), physic factor (rsp = 0.962) is related with individual performance.

Key words: Cross sectional design, individual factor, individual performance, public service agency, RPSA label, productivity scale

INTRODUCTION

Hospital is an organization that work on society service. Because of that, it is very important for hospital to give optimal service for their customer. This case will encourage consument's believeness to have nursing and service in hospital. Because of that, one of the effort to give optimal service is giving authority or autonomy to hospital in this case is government's hospital. Giving autonomy is held with a purpose to change hopital status being RPSA (Badan Layanan Umum Daerah).

There are some reason to giving autonomy, that are: hospital is over big and complex, so, it needs to rearrangement, over narrow/the queue is very long/hard to register and so much patient, the human resources is very limited, less of medicat equiepment, medicine and materials, less commitment from competence staff.

In early 1987, after decentralisation in Kenya National Hospital, there are some alteration on autonomy from Ministry of Health to general hospital. There are some alteration of status in general hospital, the main alteration is autonomy transfer or authority of Departement Kesehatan Umum to general hospital. But in reality in earlier of autonomy, there was so many problems because of less prepare on this otority transfer.

RPSA is a work unit of area equipment that created with a purpose to give society service by supplying things or service which is sold without looking for profit and the activity is based on efficiency principal and productivity. In fact, work productivity is strongly influenced by individual worker characteristics. Based on Endicott Work Productivity Scale (EWPS), performance is measured by value the quality and quantity of individual performance. Quality is measured by individual's mistakes value. And quantitiy is measured by value performance capacity or output.

Individual's characteristis is significanly influent their performance; it means if employee have better characteristics, they will have better performance. In this research, individual's characteristics based on Endicott Work Productivity Scale that called as individual factor. Individual factor divide into three sections, that is social factor, emotional factor and physic factor.

Correspondingly, Chang and Lee (2007) has been doing research on the Greek advertising company in order to overcome the unfavorable economic conditions the company which required very focused on the progress of individual characteristics to improve the performance of both individuals and organizations. In pursuit of individual performance improved, these companies need to continuously improve individual satisfaction of workers, namely the social environmental, emotional and physical condition factors (Dirani, 2009; Goh, 2003).

Good relation will make good effect into individual performance. Communication is a kind of social interaction happen between others individual in work place.

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According to Sheep (2006), sense of community is important to the performance of employees with the situation of cooperation. Sense of community has no effect on employee's work performance. In other words, teamwork affecting to work performance. This shows employees influence to their jobs individually or in a group or team. Relation with partner, senior and customer is also make effect on employee's work attitude. Senior's work attitude is also give effect on employee's performance. In other hand, partner or team work relation is also give effect on individual's performance. Social factors is measured by using some questions about the relation between an individual with partner or team work, senior, friends and family.

Emotions are often interpreted with mood instability, it is easy to go up and down quickly with specific causes. But Cropanzano *et al.* distinguishes between mood with emotion. The mood is a product of the emotions that arise in the individual person, the original cause no longer stand. Emotional factor is subjective, that measured by using some question about emotional condition happen in work place and specific condition. Emotional factor give effect into individual performance by influence self-trust, self-believeness, self-control, decision making, clarity of mind, nerv, etc which is can make someone being optimist or pessimist. Employee who have bad emotional condition can harm theirself when working.

Physic factor is measured by asking about body condition when working are employee tired or not. Tired is exhausted condition cause of long-time work, less rest, over stress and combination of that factors. So, it can conclude that exhauste give effect on individual's performance. That opinion is in line with research carried out, studies of the performance and good relation in social have proved the relationship between physical work load and output of performance which conducted on 35 employees from Al-Faraby Kazak National University with the age between 29 and 64 years. The results showed important differences among employee and illustrated the fact that have good relation in physical condition of work predicts a good performance style teach on student interactions. These results are interpreted in line with modern research on the topic of coaching process and emotional intelligence.

On the other similar research, emotion, social environment and physical load give the negative influence, that may also as a reflection of the negativity output also among employees, mentioned by Byron (2008). Further than that, research on Ekman (2009) and Ekman *et al.* (1976), the individual factors will form new habits later on, either on other individuals also on the organization. Focus on that problem, this research is purpose to analyze the relation between individual factors (social, emotional and physic) and individual's performance. Relate with this topic, research from

Soha *et al.* (2016), conduct research with some factors which are work influence, sense of community and individual spirituality towards organizational performance. In Soha's research is obtained, only the effect of the work that had positive results for the linkages to performance.

In the end, based on previous research above, this research will highlight the problem on several individual factors, there are social, emotional and physical employee is affecting their performance individually or in groups and also the relationships between all these factors, respectively.

MATERIALS AND METHODS

This research is kind of analytic research. Variable in this research is individual factor which is divide into social, emotional and physic factor. Counting frequence of social, emotional, physic and individual performance is a way to analyze data. Relation between every indicator is counted using spearman test. Population in this research is all the employee of Sampang hospital with 32 sample which is taken by random sampling technique with located on Sampang Regional Public Hospital (RSUD). Controlling data is using Endicott Work Productivity Scale (EWPS) which is appropriated, that such research has been done before by Despie'gel *et al.* (2012) and Endicott and Nee (1997).

This EWPS contains 3 main questionnaire were made to determine the percentage of the value of the percentage of individual performance, individual frequency of employee factor and relation between each variable factor. Frequency productive behavior on the questionnaire are captured using a three-point scale (low, moderate/average, high) and then calculated the percentage value of each amount.

RESULTS AND DISCUSSION

Individual's performance: Performance is people way to show their creation that appropriate with their job. There are some factor influence individual's performance. Analyze result from employee's performance is classified into three categories, that is: high, average and low.

Table 1 shows that 59.4% employee have high performance, low performance is found on six employee (18.8%). Seven respondents (21.9%) have average performance.

Individual frequence of employee factor: Frequence of individual factor used for decide individual condition, such as social, emotional and physic on employee.

Most of employee on Sampang hospital have average social condition, that is 13 respondent (40.6%). Low social condition happen on 9 respondent (28.1%).

Table 1: Frequence of individual's performance on employee of RSUD sampang

Individual's performance	Total	Percentage
High	19	59.4
Medium	7	21.9
Low	6	18.8
Total	32	100

Table 2: Frequence of individual's factor on employee of RSUD sampang

Individual's factor	Total	Percentage
Social		
High	10	31.3
Average	13	40.6
Low	9	28.1
Total	32	100
Emotional		
High	10	31.3
Average	14	43.8
Low	8	25.0
Total	32	100
Physic		
High	18	56.3
Average	8	25.0
Low	6	18.8
Total	32	100

Table 3: Relation between each variable

	Individual's performance			
Variables	High (%)	Average (%)	Low (%)	r_{sp}
Social				
High	10 (52.6)	0 (0)	0 (0)	0.649
Average	7 (36.8)	5 (71.4)	1 (16.7)	
Low	2 (10.5)	2 (28.6)	5 (83.3)	
Total	19 (100)	7 (100)	6 (100)	
Emotional				
High	10 (52.6)	0 (0)	0 (0)	0.795
Average	9 (47.4)	5 (71.4)	0 (0)	
Low	0 (0)	2 (28.6)	6 (100)	
Total	19 (100)	7 (100)	6 (100)	
Physic				
High	18 (94.7)	0 (0)	0 (0)	0.962
Average	1 (5.3)	7 (100)	0 (0)	
Low	0 (0)	0 (0)	6 (100)	
Total	19 (100)	7 (100)	6 (100)	

On emotional factors, most of employee have average emotional condition, that is 14 respondent (43.8%). The 10 respondent (31.3%) have good or high emotional condition. On physic factor, most of respondent have good or high physich condition, that is 18 respondent (56.3%). Low physic condition is found on six respondent (28.1%) (Table 2).

Relation between each variable: Relation between variable show the relation between individual factor (social, emotional and physic) and individual's performance on hospital's employee which is classified into high, average and low performance (Table 3).

Performance is people way to show their creation which is approporiate with their job. There are some factors influence individual's performance. Good social interaction will make good individual's performance. Communication is one of social interaction happen in work place. Relation with team work, senior and customer is also give effect on employee's performance. Senior's attitude is also give effect on employee's performance. Relation with partner or team work give effect on individual's performance.

About 52.6% respondent have high performance also have good or high social factor. There are five (83.3%) respondent have low performance also have low social factor. Spearman test is used for knowing the relation between social factor and individual's performance which creat rsp score = 0.649. It means there is relation between social factors and individual's performance.

Emotional factor give effect on individual's performance which influence self-believeness, self-trust, self-control, decision making, purity of mind, nerve, etc. And then that factors are influence someone being optimistic or peddimistic. Employee who have bad emotional condition will make theirself useless and their job.

All respondent, that is 6 people (100%) have low performance also have bad emotional condition. The 52.6% respondent have high performance also have good emotional condition. Result analyze which is decide the relation between emotional factors and individual's performance create rsp score = 0.795, it show that there are relation between emotional factors and individual's performance.

About 18 respondent (94.7%) have high performance also have good physical condition. All respondent, that is 6 people (100%) have low performance also have low physical condition. Spearman result analyze create rsp score = 0.962 for the relation between physic factor and individual's performance. It means there are relation between physic factor and individual's performance.

CONCLUSION

Based on result and discussion can be conclude that most of employye have good performance with good physical condition. Social interaction between employee and senior, team work and customer is increase on most of employee. Most of employee have average emotional condition. Variable of social, emotional and physic on employee have relation with employee's performance. This is needed in the assessment of workers in every company to increase productivity based on the variables used by the researcher. In the next study, more research

is needed using different methods in determining the value of influence of each variable, especially on productivity problem.

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