

## EMPLOYEE PERFORMANCE IN IMPROVING THE QUALITY OF SERVICE FOR INPATIENT BPJS PATIENTS AT PERMATA HATI DURI HOSPITAL, BENGKALIS DISTRICT

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### ABSTRACT

Received: 07-07-2024

Accepted: 27-11-2024

#### Keywords:

*Employee Performance, Quality, Quantity, Timeliness, Effectiveness, Independence*

The research method and location of this research was carried out at Permata Hati Duri Hospital, Bengkalis Regency. The research location and location was chosen for the reason that the researcher wanted to know employee performance. This type of qualitative research with data sources consisting of primary data and secondary data. The research informants consisted of doctors on duty, nurses on duty, nurses, security and the community. Data collection techniques used observation and interview guidelines. Data analysis techniques include data reduction, data presentation and verification. The results of the research found that employees were not said to be good because there were still complaints regarding the employees' ability to carry out their work to draw blood from patients, the community asked that employees be placed according to their respective abilities, the employees' skills in carrying out the tasks given were quite good. Employees have carried out their performance in quantity by providing various services and completing their duties and responsibilities on time. The punctuality of hospital employees is not good enough in completing their work, the alertness of employees is still delayed in responding, waiting for nurses for hours. The registration queue is quite long. Employees provide poor treatment, are indifferent, speak in a bad tone and are cynical to patients/patients' families. Employee independence is quite good and they are responsible for the tasks given.

### 1. INTRODUCTION

A hospital is a professional health institution whose services are attended by doctors, nurses and other experts. According to WHO (1957) a hospital is a comprehensive, (integrated) part of organization and medicine, functioning to provide complete health services to the community. In order for a hospital to provide good services, it must be managed with competent human resources and supporting infrastructure, and managed professionally. Health services include medical services, medical support services, medical rehabilitation services, and nursing services (Satrianegara, 2014).

Patients are those treated in hospital. This tendency occurs because society is positioned as the party that serves the people being served. In carrying out the services as stated in Article 8 paragraph 2 of UIUI Number 25 of 2009, it is stated that the implementation of public services at least includes the implementation of services, management of public complaints, information management, internal supervision, counseling to the public, and consultation services.

Employee performance According to Robbins (2003), employee performance is a function of the interaction between ability and motivation. Employee performance needs to be improved to maintain accreditation. Good employee performance can be seen from how human resources in the hospital are able to show the results of their work in providing health services that lead to achieving the goals and objectives of the hospital.

The Social Security Administering Body (BPJS) is an institution established to administer social security programs in Indonesia according to Law Number 40 of 2004 and Law Number 24 of 2011. Every Indonesian citizen and foreign citizen who has resided or resided in Indonesia for Must be a member of the Social Security Administering Body for at least six months (BPJS, 2015).

Inpatient services are a process of care for patients who, for certain reasons or illnesses, must be hospitalized to receive more intensive care and control from doctors and health staff. Along with the increasing number of residents and the increasing need for health services that require inpatient care, the existence of inpatient hospitals is very helpful to the community in the field of health services.

The following is a recapitulation table of the number of BPJS class 1, 2 and 3 inpatients in 2021, 2022 and 2023 at Permata Hati Duri Hospital.

No.	Year	Total
1.	2021	5.755 People
2.	2022	6.517 People
3.	2023	8.089 People

(Source: Permata Hati Hospital, 2024)

Based on table 1.1 above, it can be seen that the number of inpatients BPJS has experienced a decline in the last three years. In 2024 the number of BPJS inpatients will be 5,755 people, in 2022 the number of inpatients BPJS inpatients amounted to 6,517 people, in 2023 the number of inpatients BPJS numbered 8,089 people. The number of patients continues to increase every year becomes a challenge in providing hospital services, especially for improve service quality. The hospital's inability to keep up The number of patients can cause problems, namely queues for examinations long time is an unpleasant thing for patients, especially for those who are in very unfit physical condition, the result is patients If you are not satisfied with the hospital's health services, then the house The hospital must be able to handle this problem so that the patient does not turn to it another hospital.

From the results of field observations and interviews conducted by researchers with hospital staff, Mrs. Desi Wulandari, A.Md.Kep, to find out about the first sub-indicator, namely the good and bad results of the employee's work.

"What are the employee characteristics that are most important for success in working as an employee at Peirmata Hati Duri Hospital?" Beiliau said that the most important employee characteristic is having good communication skills, because good communication will increase the value of professionalism in work, employees who are qualified in good communication skills are very helpful in achieving the targets of Peirmata Hati Hospital.

Based on the results of the interview above, it can be concluded that hospital employees have prepared the quality of work of hospital employees with the most important characteristic, namely good communication. With good communication, quality of work results in good results.

Researchers also interviewed Dewi to find out the good and bad results of the employee's work.

"So far, communication between staff and patients has gone well and in accordance with the wishes of patients at Permata Hati Duri Hospital?" Beiliau said that communication between employees and patients has gone well and is in accordance with the wishes of patients, so good communication creates a harmonious work atmosphere and can eliminate conflict between employees and patients, so that in the company a work spirit will be

created that will improve employee performance to a greater extent. Good.

Based on the results of the interview above, it can be concluded that the employee has carried out good communication with the patient and the patient's wishes can be said to be satisfied.

Next, the research team also interviewed Mrs. Neili as part of the community to find out about the good and bad results of the work of employees at Permata Hati Duri Hospital.

"In your opinion, sir/madam, are the results of the work of the employees of Permata Hati Duri Hospital, Bengkulu Regency, can the results of the work of these employees be said to be good or bad?" Beliau said that the staff at the hospital were quite good at their job.

Based on the results of the interview above, it can be concluded that the results of the work of employees at the hospital are quite satisfactory for inpatients.

Furthermore, the researchers also interviewed Mr. Yasmon as a member of the community to find out the good and bad results of the work of employees at Permata Hati Duri Hospital.

"Do you think that the employees of Permata Hati Duri Hospital, Bengkulu Regency, are considered to have good values in carrying out their work?" Beiliau said that he was not considered to have good grades, because when I was hospitalized it was class II, I used BPJS so at that time when I wanted to take blood there was an employee who was not clever and in the end he tried again with another employee, there were three changes of staff to follow up. , the third employee just managed to take my blood, from there I can get a bad grade in carrying out their work, I hope the employees there are placed according to their respective abilities.

Based on the results of the interview above, it can be concluded that before being considered to have good grades, the community asks that employees at Permata Hati Hospital be placed according to their respective abilities. As a result, it will affect patients in hospitals, especially inpatients who need help and good treatment.

Based on the results of the interview above, it can be concluded that the good and bad results of employee work cannot be said to be good because there are still complaints from the public regarding the work of employees at Gem Hati Hospital. The hospital needs to supervise staff in the hospital in their work which is not satisfactory to patients or the public who come to Gem Hati Hospital. Employees should be kind and friendly in their work when providing care to inpatients, especially those who use BPJS, because patients need employees who good and has good skills and all of this has a big influence on the patient's health.

Furthermore, from the results of field observations and interviews conducted by researchers with hospital employees Mrs. Remalya Amd. Kep to find out the second sub-indicator, namely employee skills in carrying out assigned tasks.

"What skills should an employee at Permata Hati Duri Hospital have?" He said the skills that a hospital employee must have are being able to think critically, which means being able to analyze information well, be alert, logical and creative. Able to communicate effectively and efficiently.

Based on the results of the interview above, it can be concluded that skills are really needed in carrying out a job, therefore employees need to have the ability to think

critically by first analyzing information well, employees must also be able to think logically and creatively.

Next, the researcher also interviewed Mr. Mamad Tanjung as security to find out the employee's skills in carrying out the assigned tasks.

"How do employees balance skills in carrying out assigned tasks?" He said that every employee takes part in formal training programs and seminars given by their superiors. Employees must be active and able to take advantage of digital opportunities to hone their skills. The more active they are in honing their work skills, the more balanced they will be in doing their work.

Based on the results of the interview above, it can be concluded that improving employee skills to set employee performance expectations is better and the hospital can survive and develop in carrying out its business processes, namely producing and managing health services.

Next, the researcher also interviewed Mrs. Veira as a member of the community to find out the employee's skills in carrying out the assigned tasks.

"What do you think, the employees of Permata Hati Duri Hospital, Bengkalis Regency, have carried out the assigned tasks according to their respective skills?" Beiliau said that as far as I could see the employees at the hospital were quite skilled and suited to their respective jobs.

Based on the results of the interview above, it can be concluded that the employees' skills in carrying out the tasks given are quite skilled and in accordance with their respective jobs.

Furthermore, the researchers also interviewed Mrs. Nia as a member of the community to find out the employees' skills in carrying out the assigned tasks.

"What do you think about the placement of hospital employees according to their abilities or educational background?" Beiliau said it was appropriate because education such as a bachelor's degree with provisions for majors such as nursing were placed in the nursing section, or those who graduated from high school as security at Permata Hati Hospital.

Based on the results of the interview above, it can be concluded that abilities or educational background have been placed according to the job, the hospital really has to choose and sort based on their respective skills or abilities, so that later they do not cause complaints from the public.

Based on the results of the interview above, it can be concluded that the employee's skills in carrying out the tasks given are quite good, employees are placed in accordance with their abilities or educational background. Employees have also been provided with training aimed at honing the skills of hospital employees. Employees must be able to think critically, which means being able to analyze information well, be alert, logical and creative. Able to communicate effectively and efficiently.

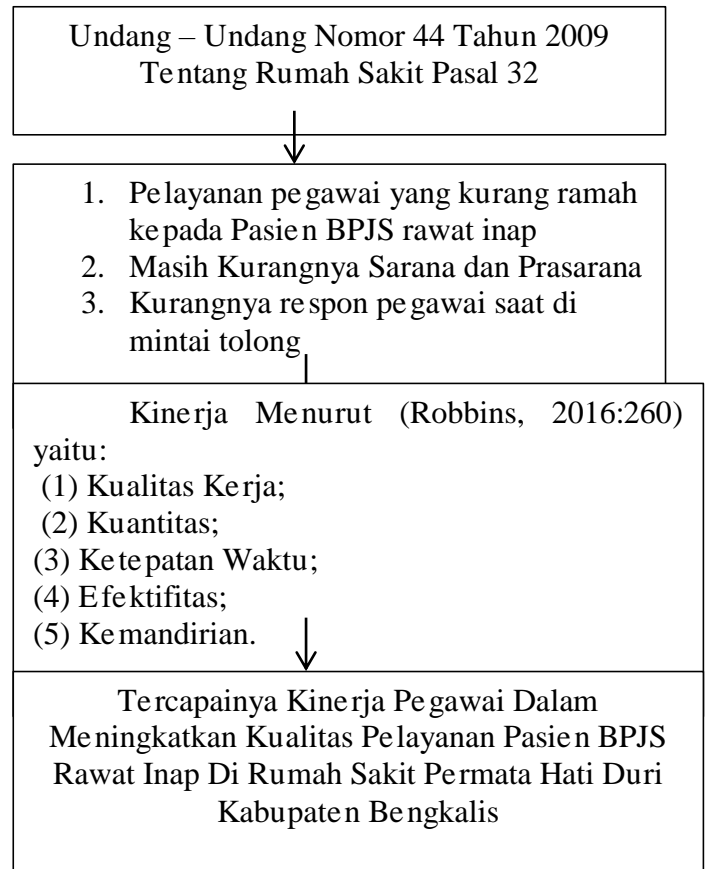
From the results of the interview above, the author can conclude that the quality of work of employees at Permata Hati Duri Hospital is still said to be not good, but hospital employees have sufficient skills in carrying out the tasks given.

## 2. METHODS

This research uses a qualitative method with a descriptive approach, which is research method that utilizes qualitative data and is described descriptively. This type of qualitative

descriptive research is often used to analyze social events, phenomena, or situations.

Descriptive qualitative data collection techniques are observation, interviews, and documentation. The informants who could provide information regarding the desired data related to what was being studied, officers, and public at RS Permata Hati Duri.



## 3. RESULTS AND DISCUSSION

Analysis Staff Services in Improving the Quality of Inpatient BPJS Patient Services at Permata Hati Duri Hospital, Bengkalis Regency, uses the theory of performance by Robbins (2016:260), quantity, time identicality, effectiveness and independence:

### 1. Work Quality

Work Quality is the work results that have been achieved in accordance with predetermined work standards. Robbins and Coulter (2010:82) state that work quality is an integrated assessment that complies with applicable standards and obtains eligibility qualifications for satisfactory work results. The quality of work carried out by an employee is assessed by the good and bad results of the work of employees at Permata Hati Duri Hospital, Bengkalis Regency, the results of the employee's work, and the employee's skills in carrying out the tasks given.

### 2. Quantity

Quantity is an assessment of the amount of work produced by an individual or group as a requirement that becomes a work standard. Robert (2005:25) assesses an employee's performance based on the amount of work produced. Usman (2006:18) states that the amount of work produced every hour for an employee is an important added value in improving his performance. The quantity of work achieved is the result of employee performance in carrying out the assigned tasks.

### 3. Timeliness

Timeliness is the time limit for carrying out a job, where the time to complete the job has been determined beforehand so that every time you do the job there is a time limit which has become a rule in an organization. In terms of punctuality, the performance achieved is speed in completing the work, and the implementation of patient services can be completed within the specified time period.

### 4. Effectiveness

Effectiveness is how well the work done by Gem Hati Duri Hospital employees or the extent to which these employees produce output as expected. This means that if a job can be carried out as planned, it can be said to be effective without considering time, energy and others. The effectiveness achieved is the level of success in achieving the targets that have been set.

### 5. Independence

Independence is self-confidence in your ability to solve problems without help from other people. Independent hospital employees can complete their work well, on time and responsibly. Independence achieved in the form of being able to take decisions and take initiative in solving problems and employee responsibility for the tasks given.

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