The International Journal of Health, Education and Social (IJHES)

The Influence Of Employee Performance On Service Quality At Center For Public Health Pajarakan Probolinggo District

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Abstrak

Quality of service is an important element in the effort to improve a public service. One of the factors that affect the quality of service can be said either the performance of employees. Improving the performance of human resources is very important in the effort to improve services to the community. Factors that affect the non-running of public services with one of them such as employee performance issues.

This study aims to analyze and explain the extent to which the influence of employee performance on service quality Center for Public Health Pajarakan Probolinggo District. This research uses explanatory research type using 92 patients as research sample. The data obtained were analyzed by validity and reliability test using Product Moment Pearson correlation formula. The data analysis is preceded by the classical assumption test followed by simple linear regression test. Hypothesis testing is done to see the correlation coefficient of independent variable to dependent by using t test.

The result of the research shows that employee performance has positive direction and significantly influence the service quality. Performance of employees can affect the quality of service and it is known that the effectiveness is an indicator that has the greatest influence than other indicators on service quality. It can be concluded that there is a significant influence between the performance of employees on the quality of service in Center for Public Health Pajarakan Probolinggo District.

Keywords: Performance, Service.

To cite this article:

Surya, Vina Fitria Yon, Erma Sulistyaningsih, and Zarah Puspitaningtyas. 2019. "The Influence Of Employee Performance On Service Quality At Center For Public Health Pajarakan Probolinggo District." *The International Journal of Health, Education and Social*: 1–14.

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I.   INTRODUCTION

Human resources have a very important role in realizing an ideal organization, because it is humans who determine and predict the success or failure of a policy, strategy, or activity steps to be carried out in an organization. Improving the performance of human resources is very important in efforts to improve services to the community, so it needs to be pursued continuously and continuously in the face of community demands. Factors that affect performance need to be known to improve services. Although according to Suheri and Rahmawati (2019) one element to improve the operational function of human resource management is sufficient compensation.

Because employee performance (achievement performance) is work quality and quantity achieved by an employee in carrying out their duties in accordance with the responsibilities given to him (Mangkunegara, 2010). This opinion can be interpreted that performance is the achievement of production in the form of quality and quantity of goods and services through work processes carried out by employees based on the tasks and responsibilities that have been given previously. The higher quality of employees, will result in the achievement of performance that can provide satisfaction for the work environment and society.

Quality of service is the result of interaction from various aspects, namely service system, service provider, service strategy and customer (Albrecht and Zemke in Dwiyanto, 2006). A good public service can not be separated from profits or employee performance. Related to the performance of employees, disclosed that in the science of management there are 6 (six) management elements known as 6M consisting of Man, Money, Matherial, Method, Market and Machine. Companies or organizations that want to improve the quality of service then the main thing that must be rearranged or updated is by improving the quality of employee performance (Terry & Rue in Hasibuan, 2002).

Public service is any service activities undertaken by public service providers as an effort to meet the needs of recipients of services, as well as in the implementation of the provisions of legislation (KEPMENPAN, 2004). Communities that are customers of public services, also have the needs and expectations on the performance of professional public service providers. The task of the Central Government and Local Government is how to provide public services that are able to satisfy the community. One form of government efforts in organizing health to the community then in each sub-district built government agencies as units of public health service providers, namely Public Health Centers or commonly called Center for Public Health.

Center for Public Health as one of the health facilities that provide health services to the community has a very strategic role in accelerating the improvement of public health status. Center for Public Health are required to provide satisfactory quality services for their patients in accordance with established standards and can reach all levels of society (Permenkes, 2014). Center for Public Health can measure the quality of service of the patients through feedback on

what is received or how the services obtained to the Center for Public Health patients so it can be an input to improve the quality of service.

The Center for Public Health can measure the quality of service of patients through feedback on what is received or how the services that patients get to the Center for Public Health so that it can be an input to improve the quality of service. Center for Public Health Pajarakan is one of the Government's Center for Public Health in Probolinggo District. Center for Public Health Pajarakan district Pajarakan Probolinggo District is a government-formed organization engaged in health services and comprehensive first-rate service center of a region. The degree of optimal and satisfactory health for patients can be achieved through health efforts need good service provided by employees, therefore demanded high performance of employees.

Some complaints of customer dissatisfaction with the service by employees are submitted by the patient to the complaint boxes and suggestions available at the Center for Public Health. Responsiveness is a policy to help and provide fast service to customers. Frequent complaints are services ranging from slow registration, service and drug delivery. The ability of employees to immediately overcome failure can provide a positive perception of the quality of service.

Based on the data of the patient visit Center for Public Health Pajarakan 2017 found that there is an increase in the number of patient visits but then followed by a decrease in the number of patient visits. Allegedly due to poor quality of service at Center for Public Health. Declining performance of employee quality leads to decreased quality of service which affects the decreasing number of patient visits.

Service performance at Center for Public Health Pajarakan still not in accordance with the wishes of the community with the frequent complaints of patients and their families because the employees of the Center for Public Health still seem slow in providing services, patients often wait long to get a turn served. Based on the above problems, researchers need to conduct research on "The Influence of Employee Performance on Service Quality at Center for Public Health Pajarakan Probolinggo District"

II. RESEARCH METHODS

The type of research used is explanatory research with quantitative approach because the data obtained later in the form of numbers. From the figures obtained will be analyzed further in the data analysis. Selection of this type of explanatory research to test the proposed hypothesis in order to explain the effect of the relationship between research variables. The research location was conducted at Center for Public Health Pajarakan located on Raya Panglima Sudirman No.03 street Subdistrict Pajarakan Probolinggo.

Population according to Sugiyono (2014) states the population is a generalization region consisting of objects / subjects that have certain qualities and characteristics set by the researchers to be studied and then drawn conclusions. The population in this study is the people

who are in the working area of Center for Public Health Pajarakan who went to the Center for Public Health for one month with an average patient number of 229 patients. From the results of the sample count used is 92 people. Further sampling technique used is Cluster Sampling, which is sampling technique to take samples from each unit (Sugiyono, 2014). Then proceed with Simple Random Sampling technique (simple) because the sampling of sample members from the population is done randomly regardless of the strata in the population.

Sources of data used in this study consist of Primary data obtained from questionnaires filled by respondents, including: identity and responses of respondents according to the results of the questionnaire filling. Secondary data is literature study, journal, literature related to problem and other documentation information that can be taken through on-line system (internet). While the technique of collecting data by interview. Field research was conducted by a closed interview through the distribution of questionnaires to respondents who contain a list of statements to determine the effect of employee performance on service quality.

The data processing technique used in this study is to use a Likert Scale that is used to measure the attitudes, opinions, and perceptions of a person or group of people about social phenomena. In this study the data is described first by discussing the data then summarizing the data then interpreting it. (Sugiyono, 2014; Suheri,2017). Data analysis is done with Normality Test, Homogeneity Test, Linearity Test.

The instrument validity test was performed with Bivariate Pearson in SPSS 22.0. Validity test will test each variable used in this research, where in all variables of this study contains 30 questions to be answered respondents. The criteria used in determining the validity of the question used in this study menggungakan level of trust = 95% with the error rate α = 5% n = 92, then the value of rtabel sought at the significance of 0.05 or 5% obtained r table value = 0.361. If r arithmetic> r table with df = n-2, then the conclusion of the item questionnaire is valid

The instrument reliability test is used to determine the consistency of the measuring instrument, whether the measuring instrument used is reliable and remains consistent if the measurement is repeated. Test Reliability is an index indicating the extent to which a measuring device can be trusted or reliable, a construct or variable is said to be reliably if it gives a Cronbach Alpha value> 0.60 Situmorang (2010). Reliability test questionnaire in this study using SPSS. This test is done by comparing Cronbach alpha with the minimum Cronbach alpha value is 0.6. This means that if the value of Cronbach alpha obtained from the calculation of SPSS 22.0 greater than 0.6 then it can be concluded the questionnaire is reliable.

Regression analysis is an analysis used to determine the influence between variables (X) and variable (Y) where variable (X) as independent variable that is Employee Performance and variable (Y) as dependent variable that is Service Quality. Testing of data that has been collected can be done through significant test through SPSS 22.0 program. To find out how much influence the performance of employees on service quality can be seen from the regression

analysis. Based on the calculation coefficient, then obtained coefficient of determination, which is a number expressed in percent that indicates how much influence variable (X) to variable (Y).

III. RESEARCH RESULT

Regression analysis results found the value of a (constant) and b (regression direction coefficient) then the next can be known equation of regression, namely: Y = 21.036 + 0.614X. while the results of testing Coefficient of Determination (r2) Large influence Employee Performance Variables (X) on Service Quality (Y) is indicated by the Index Determinasi ie I = r2. Based on calculation result by using SPSS 22.0 formula can be known I = r2 = 0,421. this means the variable Employee Performance (X) gives influence to the variable Quality of Service (Y) of 42%, while the effect of other variables by 58%.

Based on the test of significance by using t test t test calculation results through the program SPSS 16.0 obtained t count value of 8.097 by comparing t arithmetic of 8.097 against t table of 1.986 was t count bigger than t table. Thus the influence of employee performance variable (X) on service quality (Y) is significant, so the hypothesis

research H0: There is no significant effect between employee performance on service quality at Center for Public Health Pajarakan Probolinggo Regency was rejected. While H1: There is a significant influence between the performance of employees to the quality of service at the Center for Public Health Pajarakan Probolinggo district was received.

IV. DISCUSSION

Service is any form of activities or activities provided by one or more parties to other parties who have a relationship with the purpose to be able to give satisfaction to the second party concerned on goods and services provided. Service has an understanding that there are two elements or groups of people where each need each other and have relevance, therefore the role and function inherent in each element is different.

Quality of service is simple as a measure of how well the level of service provided is able to match the expectations of the recipient service. This means that the quality of service is determined by the ability of a particular organization or institution to meet the needs in accordance with what is expected or desired based on the needs of the target. In other words, the main factors affecting service quality are the services expected by the community and the people's perception of the service. As for analysis result after got value of a (constant) and b (coefficient of regression direction) hence then can be known equation of regresi, that is: Y = 21.036 + 0.614X.

The result of product moment correlation analysis is 0,649 compared with r table significance level 5% N = 92 equal to 0,205. So r count is greater than r table, it can be interpreted that the null hypothesis (Ho) ie there is no significant effect between employee

performance on service quality at Center for Public Health Pajarakan Probolinggo district rejected and alternative hypothesis (H1) that there is significant influence between the performance of employees to the quality of service at the Center for Public Health Pajarakan Probolinggo received.

From result of t-test analysis known that there is significant influence of variable (X) employee performance and variable (Y) service quality. This is evidenced by the results of t test calculation of 8.097, while at t table is 1.986 at 5% significance level which means that H1 accepted that there is a significant influence between employee performance on service quality at Center for Public Health Pajarakan Probolinggo. It is proven that there is an influence between the performance of employees on the quality of service at the Center for Public Health Pajarakan Probolinggo District. So to know how big the influence of variable X to variable Y by using coefficient determinant $r2$ expressed in percentage. From the calculation results obtained the effect of variable X to variable Y by 42% and the other 58% influenced by other factors not investigated by researchers.

It is concluded through the above explanation that the performance variable of the employees of Center for Public Health Pajarakan Probolinggo District should be further improved. The results of the research with a strong correlation should be considered how employees can provide good service to patients to maintain the quality of services provided. It can be re-linked with some service-related matters. If the improvement and improvement of employee performance variable then the quality of service variables will experience improvement and vice versa if no improvement and improvement of employee performance variable then the quality of service variables will decrease. Due to the positive influence of employee performance variable is large enough when viewed statistically variable employee performance significantly influence the variable quality of service. In line with the opinion of Harley (Siagian, 1996) that performance is an effort done in completing the work to produce output, and added by Nawawi (1997) that the performance of a person's ability to complete the tasks assigned to him in order to obtain quality output in a certain period.

The existence of quality services is certainly determined by the optimal performance of employees, especially in the provision of health services to the community. Performance is defined as a measure of the level of individual worker's ability to appreciate the work and its participation in producing goods and services, as the products produced by the organization. The award is seen from the quality and quantity of the work achieved and can provide benefits because it is able to meet the wants and needs of the community. Therefore, according to Nawawi (2003) it is difficult to argue that the results of work individually, have a big effect on the organization. The influence can be seen from the services performed by the organization, such as health services performed by employees at the Center for Public Health Pajarakan Probolinggo District.

V. CONCLUSION

Based on the analysis, it can be concluded that the performance of employees has a significant effect on the quality of service at the Center for Public Health Pajarakan Probolinggo District, with the level of relationship between the variables "strong". Therefore, it is necessary to improve the physical quality and completeness of facilities as part of the dimensions of quality health service tangibles at the Center for Public Health Pajarakan Probolinggo District to increase public confidence, for example the provision of consumables facilities in a sustainable manner. It needs to be socialized and refreshed quality standards in an integrated and sustainable manner in the application of quality culture to all staff in regular meeting of staff, so that there is no decrease of health service quality standard that exist in Center for Public Health Pajarakan Probolinggo. Using the Clinical Governance concept as a strategy in improving service quality as a combination of services both clinically and managerial.

The International Journal of Health, Education and Social
(IJHES)

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