**ANALYSIS OF FACTORS AFFECTING THE PERFORMANCE OF PARAMEDICAL IN SINAR HUSNI MEDAN HOSPITAL YEAR 2021**

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**ABSTRACT**

Paramedics as human resources run health services in hospitals. Paramedic performance is closely related to the quality of hospital services. The purpose of this study is to analyze the factors that affect the performance of paramedics at Sinar Husni Hospital Medan. This type of research is a quantitative research with a cross sectional design. The location of this research was carried out at Sinar Husni General Hospital. The research sample is all paramedics at Sinar Husni General Hospital as many as 112 people. The survey data were analyzed using the chi-square test and logistic regression. The results showed that there was an influence of motivation on the performance of paramedics (\(p = 0.000 < 0.05\)), there was an effect of ability on the performance of paramedics (\(p = 0.000 < 0.05\)), there was an effect of knowledge on the performance of paramedics (\(p = 0.000 < 0.05\)).

The most dominant variable influencing the performance of paramedics at Sinar Husni Hospital Medan in Year 2021, namely the motivation variable with a \(95\% \text{ CI} = 1.300-13.448\). So the suggestions in this study were expected that hospitals can minimize these factors by redesigning work to reduce role ambiguity, and paramedic boredom at work.

**Keywords:** Motivation, Knowledge, Incentives, Work Environment, Performance

**I. INTRODUCTION**

The hospital is one of the health facilities that provide health services to the community and has the opportunity to accelerate the improvement of public health status. Hospitals are required to provide the best possible service with the most effective management possible. This is due to any inappropriate decision making will result in efficiency and a decrease in hospital performance [1]. (Health services that are currently developing in hospitals are mainly focused on the quality of service for health workers or so-called paramedics, namely health workers who play an important role in health services in hospitals and are required to provide quality performance, must be able to provide quality services, 2018).

The importance of paramedic performance is very influential to improve services to the community, especially. Performance is the real work of paramedic work that can be measured and in accordance with the standards of work in an organization [2]. Paramedics as human resources run health services in hospitals. The results of the performance appraisal are used as material for consideration in the development of paramedics, including appointments, promotions, appointments in positions, education and training, and awarding. There are many factors that can affect the performance of paramedics, such as job dissatisfaction which has an impact on the performance itself. One way that must be taken to improve the performance of paramedics is by doing an analysis of the existing performance in the agency. In this study, researchers conducted research on what factors influence the performance of paramedics in hospitals.

Based on an initial survey conducted on 10 paramedics at Sinar Husni Hospital in March 2021, it is known that there are several paramedical behaviors that occur which reflect the low performance of the hospital. That is, there are 2 people who carry out their duties not seriously and are less thorough in their work, as many as 3
people during working hours delay their work, as many as 6 people often come late and go home early and there are people who come in and out during working hours, and there are still some paramedics who do not complete their work on time, besides that they also tend to be unfriendly to patients. In addition, there were also those who were rarely present and the reason for the absence was due to headaches, heart palpitations, dizziness, insomnia.

This phenomenon shows that there are still paramedics at work experiencing a decrease in performance. The level of achievement of paramedic performance when providing services is assessed from work performance, responsibility, obedience, honesty and cooperation shown by paramedics. Paramedics who have good performance tend to have a strong drive to achieve their goals, this is because they always try to achieve the position they dream of, paramedics who have good performance will have a positive mental attitude that creates a high level of trust. Paramedics who have poor work engagement with hospitals can be detrimental to hospitals because of a decrease in the welfare of paramedics and their productivity [3]. Paramedics who do not have work attachments to the hospital where they work, will easily resign from the hospital and look for work at another hospital. This becomes a problem for the hospital because the hospital suffers a loss of both energy, time and material.

Based on an initial survey conducted at Sinar Husni Hospital Medan in 2021, it is known that not all paramedics work optimally and there are still paramedics who come and go not according to the specified time, declining quality of work, such as low level of ability to work, ability to analyze data/information, ability/failure to use equipment, ability to evaluate and others. Of the 10 people who were observed, 7 people stated that they lacked motivation in working, the abilities of the paramedics were still low, the knowledge possessed by the paramedics was still not good and the work environment was not comfortable causing them not to work optimally. Based on the explanation above about the performance of paramedics related to several factors as described above, therefore the researchers are interested in conducting research with the title "Analysis of factors that affect the performance of paramedics at Sinar Husni Hospital Medan in 2021"

II. METHODS

The type of research used in this research was an analytic survey with a cross sectional study design which aimed to analyze the factors that affect the performance of paramedics at Sinar Husni General Hospital. The study was conducted in April 2021. The population in this study were all paramedics who worked at Sinar Husni General Hospital as many as 112 paramedics. The sample in this study was the entire research population at Sinar Husni General Hospital as many as 112 paramedics. In this study, the techniques used in data collection are: Primary data, secondary data obtained from Sinar Husni General Hospital and tertiary data. The data analysis that the author carried out was as follows: Univariate analysis, namely the analysis carried out for one variable or per variable [4]. Bivariate analysis was used to determine whether there was a relationship between the independent variable and the dependent variable using chi square statistics [5]. Multivariate analysis was conducted to see the relationship between several independent variables and the dependent variable at the same time using logistic regression test [6].

III. RESULTS

Table 1. Distribution of Respondents by Age, Gender and Education at Sinar Husni Hospital

<table>
<thead>
<tr>
<th>Age group</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>26-35 Year</td>
<td>29</td>
<td>28,9</td>
</tr>
<tr>
<td>36-45 Year</td>
<td>46</td>
<td>41,1</td>
</tr>
<tr>
<td>46-55 Year</td>
<td>37</td>
<td>33,0</td>
</tr>
<tr>
<td>Gender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>42</td>
<td>37,5</td>
</tr>
<tr>
<td>Female</td>
<td>70</td>
<td>62,5</td>
</tr>
<tr>
<td>profession</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pediatrician</td>
<td>2</td>
<td>1,8</td>
</tr>
<tr>
<td>Surgeon</td>
<td>2</td>
<td>1,8</td>
</tr>
<tr>
<td>Internal medicine specialist</td>
<td>2</td>
<td>1,8</td>
</tr>
<tr>
<td>Pulmonary specialist</td>
<td>2</td>
<td>1,8</td>
</tr>
<tr>
<td>Obgyn specialist</td>
<td>2</td>
<td>1,8</td>
</tr>
<tr>
<td>ENT specialists</td>
<td>1</td>
<td>0,9</td>
</tr>
<tr>
<td>Ophthalmologist</td>
<td>1</td>
<td>0,9</td>
</tr>
</tbody>
</table>
The results showed that efforts to improve the performance of paramedics at Sinar Husni Hospital Medan are very important. Motivation has a significant relationship with the performance of paramedics, because motivation provides a good work impetus to establish stronger ties with the institution where they work and ultimately improve quality and quantity. Every hospital hopes for a success as well as Sinar Husni Hospital. To achieve this success requires the presence of qualified paramedics. To create qualified paramedics, it takes a strong push from the hospital.
The encouragement can be in the form of providing motivation, which aims to improve the performance of paramedics. A person's motivation starts from the need, desire and urge to act in order to achieve the need or goal. This indicates how strong his drive, effort, intensity, and willingness to sacrifice are for the achievement of goals at Sinar Husni Hospital. Motivation at Sinar Husni Hospital is the motives that become active or function do not need to be stimulated from the outside, because in every individual there is an urge to do something. Thus, there is no burden on the paramedic to act inappropriately or untruthfully. Paramedics can fully do what paramedics want to do without any limitations on imaging themselves in a new environment. The paramedic will feel comfortable, even in a new environment. The results of this study are supported by some of the respondents' answers stating that they agree on the items happy to do work, are challenged at work if the level of difficulty is higher, do new work, use their potential and abilities, never shy away from the company, develop creativity at work, and provide important input.

The motivation of a paramedic in work can also be indicated from his participation in making decisions. Real participation can be seen from the inputs that paramedics give to company leaders. Participation can also be seen from the willingness of paramedics to learn by consulting with their leaders. The higher the level of participation of a paramedic, the more positive his motivation at work. The pride of a paramedic in his work is a positive motivation for him. Pride in work can be realized by providing challenges and rewards for work results. Work ability is a result of work achieved by a person in carrying out the tasks assigned to him based on skills, experience, sincerity and time. Physical ability is the ability to perform tasks that require stamina, skill, strength, and similar characteristics. Physical ability is the ability needed to perform tasks that require stamina, dexterity, strength, and similar skills. Intellectual abilities play a greater role in complex jobs that demand information processing requirements, specific physical abilities are important for performing less skillful and more standardized jobs successfully. For example, a job whose success requires stamina, dexterity of the hands, and leg strength or similar talent requires management to recognize the physical capabilities of a paramedic. Master all the skills needed in all areas of work. Focus on what you are doing. Do not be afraid of all the obstacles in the work. Always focus on work goals

This is in accordance with Robbins' opinion that ability is closely related to the physical and mental abilities that people have to carry out work. The absence of things like this can affect the performance of paramedics. So management should be better able to identify which physical abilities are appropriate to the type of work because each paramedic has differences in these types of physical abilities. In addition, the achievement of paramedic performance can be increased by looking at the provision of motivation to paramedics, in its development work motivation is closely related to ability. The act of giving motivation must adjust between the paramedics with one another by adjusting the needs of the paramedics. This does not mean that the company leadership gives excessive motivation to the paramedics, but the company has rules in providing motivation to each of its paramedics on the grounds of achieving company goals it can be explained that ability and work motivation are very important factors and if these factors do not get proper attention from the company, it will be very detrimental to Sinar Husni Hospital.

Knowledge has an effect on increasing the performance of paramedics at Sinar Husni Hospital. Paramedics at Sinar Husni Hospital Medan are able to develop their knowledge in relation to increasing work productivity. In addition, they are also able to make assessments of the problems encountered at work. Paramedics at Sinar Husni Hospital Medan have proven that they are able to apply the knowledge they have in carrying out work tasks so that the impact on their performance is always increasing. The breadth of knowledge from a paramedic will make it easier for him to complete the work that is his responsibility. Wrong in giving medicine to patients is a fatal mistake, therefore a paramedic is expected to have sufficient knowledge. Paremdis knowledge can be seen from his ability to prepare and establish an operational plan for the implementation of coaching at Sinar Husni Hospital Medan which includes programs and activities at Sinar Husni Hospital Medan, the ability to coordinate and foster the implementation of the affairs of the Health Service which is the main task and function, as well as the ability to carry out the development of paramedical behavior and discipline

The work environment greatly affects the performance of paramedics. Paramedic performance will increase along with aspects of the work environment. The aspect of the work environment that has a major influence is the condition of the work environment which is divided into two, namely the physical work environment and the non-physical work environment. The two conditions of the work environment are interconnected and balanced with each other. With this aspect of a balanced work environment, work will be increasingly supported by a conducive work environment so that job performance will be more optimal. In measuring the performance of
paramedics, it takes the following three things to consider, namely the quantity of the number completed or achieved, the quality of the work produced, and the timeliness that is appropriate or not with the planned time.

Therefore, the working environment conditions that affect the performance of paramedics Paramedics at Sinar Husni Hospital Medan have several aspects. The following are aspects of the work environment that affect the performance of paramedics. In this aspect of the work environment, several things that affect are lighting, room color, air circulation, cleanliness, and room comfort. If the workplace has a place to relax, hang out, and play, the performance of paramedics will improve even more. This is because the workplace is the primary thing that has a direct effect on the psychology of each team member which will increase the performance of each individual. In this aspect of the work environment, the thing that affects the most is the work culture within the company. Work culture includes task structure, job design, teamwork patterns, leadership. Work culture is measured by the habits that exist in the company, the character of the leader, and the company's organizational structure. All paramedics would want a better career position.

Aspects of a good and appropriate work environment will have a good and appropriate effect on the performance of paramedics. If the aspect of the work environment is good, then paramedics can carry out their activities optimally, maximally, and comfortably. The suitability of this aspect of the work environment has a positive impact on paramedics and allows paramedics to work more effectively and efficiently. According to the researcher's assumption, pleasant working conditions, both in terms of workplace and work facilities, will greatly help in speeding up the completion of work. By fulfilling the aspects of the work environment above, Sinar Husni Hospital Medan can improve the welfare of paramedics. The results showed that the provision of incentives will support the performance of paramedics in terms of the completeness of documentation of paramedical care. Based on the theory and data obtained, the higher the incentives received by the paramedics, the more complete the documentation carried out by the paramedics. The results showed that the incentives received by the paramedics were given within a predetermined period of time by a hospital. Incentives can also be given paramedically, only one paramedic will be given incentives for a reason so that only the paramedic deserves to receive it. An incentive can also be given in a team, because the team is able to achieve the goals and targets expected by a hospital.

Paramedic performance is one of the duties and legal ethics of a paramedic. The provision of incentives will support the performance of paramedics in terms of completeness of documentation. Based on the theory and data obtained, the higher the incentives received by paramedics, the more complete the documentation of paramedical care carried out by paramedics. Vice versa, the lower the incentives received by paramedics, the more incomplete the documentation carried out by paramedics. This includes the provision of incentives. A person can judge that the incentives he receives are high, but in the judgment of others, the incentives are still low for him. This can be influenced by the needs of life so that everyone's assessment is different. And there is injustice in the distribution of incentives. Satisfaction with the salary received by paramedics can be a big trigger for the work they do, so that paramedics have the opportunity to show their abilities towards good performance, namely through work performance. Paramedics will provide good service to patients and can meet performance standards as paramedics. Compensation can influence a person to choose where to work. With the compensation offered, it will affect the quality of paramedics obtained by the company. The greater the compensation offered, the higher the quality of the paramedics that will be obtained. Providing good and appropriate compensation will increase the motivation of paramedics. Paramedics will be motivated by trying their best to increase their income in the form of compensation. Many agencies or organizations believe that the compensation system affects performance. In addition, many paramedics prefer their pay to be related to performance, strengthening the motivation of companies to implement such a reward system.

According to the researcher's assumptions, everyone has a different assessment of something. Providing incentives can increase paramedic motivation. Motivation is an influential drive to generate, direct, and maintain behavior related to the work environment. The higher work motivation makes paramedics have a high spirit to provide the best service. This is comparable to high motivation to do documentation will result in complete documentation quality and conversely low motivation will result in low performance. The existence of a promotion in Sinar Husni Hospital basically aims to motivate paramedics to improve work performance. Paramedics who get promotions must meet predetermined criteria so as to facilitate the promotion of the paramedics.
The weaknesses or problems experienced by Sinar Husni Hospital so far are that there are still many mistakes made by paramedics at work, paramedical work is not completed on time, cooperation between paramedics is not optimal. If this is allowed to drag on, it is feared that it will have a negative impact on the overall performance of paramedics. In the implementation of promotion, the need for a career path will be realized and fulfilled. Every paramedic who has and feels high work performance really craves a promotion, because it is seen as an award for his success showing high performance as well as an acknowledgment of the ability and potential of the paramedic concerned to occupy a higher position in Sinar Husni Hospital. In addition, promotions can be said to be a form of concern from Sinar Husni Hospital so that from here it can be expected that high morale will be maintained. With performance appraisal, superiors can find out how capable the paramedics are in carrying out the tasks and responsibilities assigned to them.

Thus, Sinar Husni Hospital can determine the appropriate remuneration for him. In performance appraisal, various problems often arise, one of which is that not all assessments are appropriate for all real situations and conditions. Through the performance appraisal mechanism, it will be known how well the paramedics have carried out the tasks assigned to them. Performance appraisal can also be used by Sinar Husni Hospital to find out the shortcomings and potential of a paramedic. From these results Sinar Husni Hospital can develop a comprehensive human resource plan in facing the future of Sinar Husni Hospital. The overall human resource planning is in the form of career paths or promotions for the paramedic positions. Promotion is a means that can encourage employees to be better or more enthusiastic in doing a job in an organizational environment. By looking at these facts, performance appraisals and training that lead to promotions must be carried out effectively so that they can be accepted by all parties without anyone feeling disadvantaged. Actually there are many ways to improve the performance of paramedics in a Sinar Husni Hospital, such as good and competent leadership in their work, a good and fair compensation system so that paramedics feel the principle of fairness, competence in accordance with the field of work of employees also contributes which is good in improving the performance of paramedics in addition to other factors.

According to the researcher's assumptions, the competence or ability of paramedics in a Sinar Husni Hospital also needs to be considered because with good competence it will make work more effective and efficient. Next is good compensation as a condition for creating good work motivation with good motivation from paramedics, paramedics will work seriously so that good performance can be created. Although the triggering factor of motivation is not only compensation but Sinar Husni Hospital needs to pay attention to a good compensation system. Therefore, performance must first be considered not only by Sinar Husni Hospital but also by paramedics.

V. CONCLUSION

Based on the results of the research that has been done, it can be concluded that motivation, ability, knowledge, environment, incentives and job promotions affect the performance of paramedics at Sinar Husni Hospital Medan in 2021. The results of this study were expected to be valuable information regarding the influence of factors that influence affect the performance of paramedics at Sinar Husni Hospital. Therefore, it is hoped that the hospital can minimize these factors by redesigning the work to reduce the ambiguity of roles, and the boredom of paramedics at work. So the hospital continues to evaluate the performance of paramedics and analyze the causes for problem solving. Hospital management held on the job training (OJT) related to improving the performance of paramedics. The hospital management makes scheduled exercise and holds a family gathering so that it can refresh the mind that is already saturated due to work in the room.

REFERENCES