

Relationship of Job Satisfaction with Employee Performance at Some Public Health Center of Deli Serdang District in 2015

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Abstract:

The aims of this research was to determine the relationship of job satisfaction with the performance of employees at Delitua Public Health Center, Biru-Biru Public Health Center, and Namorambe Public Health Center in 2015. This type of research is analytic survey with cross sectional design. This research was conducted in September 2014 to April 2015. The population of this research were all of Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center as many as 137 employees and a total sampling the sample is 137 employees. Job satisfaction of 137 majority employees stated satisfaction of 105 (77%) and minority expressed dissatisfaction of 32 (23%). Performance of 137 majority employees stated good that is 106 (77%) and minority expressed bad as 31 (23%). There is a significant correlation between job satisfaction and employee performance at Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center in 2015 with p value of 0.000. There is no significant correlation between age with employee performance at Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center in 2015 with p value 0,712. There is no significant correlation between income with employee performance at Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center in 2015 with p value 0,351.

Key words: job satisfaction, employee performance, public health center

INTRODUCTION

Public Health Center (Puskesmas) is one of the public health service facilities that become the mainstay and benchmark of health development, the means of community participation and the first comprehensive service center of a region (Alamsyah, 2011). With the existence of a Public Health Center in a region, it will facilitate the public to gain access to health and improve the health status of the community itself.

Health services will not work properly if the performance of health workers is not productive. If performance decreases then productivity will also decrease, vice versa. For that need to improve the performance of health personnel so as not to interfere with terms of services provided. This is done to improve the maximum possible service available in an organization in order to give satisfaction to the consumer.

As is well known that performance is an expression such as output, efficiency and effectiveness often associated with productivity. Thus, performance greatly affects the patient's service at a Public Health Center (Gomes, 1995 in Mangkunegara 2012). As we know the performance (work performance) is the result of work in quality and quantity achieved by an employee in performing their duties in accordance with the responsibilities given to him (Mangkunegara, 2013).

Decrease in the quality of health services to patients other than due to performance factors of employees can also be affected by job satisfaction employees themselves. The factors that can affect employee job satisfaction are income, incentives, motivation and others. The greater the income and incentives that employees can, it can provide a sense of satisfaction in work and will certainly affect performance and improve good service for patients. Ass'ad (2002) in Rahmad (2013) states that job satisfaction is closely related to attitudes of employees to their own work, work situation, cooperation between leaders

and with fellow employees. Employees will feel satisfied in working if aspects of work and aspects of self-support and vice versa if these aspects are not support, employees will feel dissatisfied (Mangkunegara, 2013).

Initial survey that researchers conducted with direct interviews to some employees of Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center, there are several factors that affect the work satisfaction of Delitua Public Health Center employees such as salary, incentive and job itself and for their performance (employee) appreciation and cooperation are their constraints. While interviews with employees of the Biru-Biru Public Health Center also reveal that their job satisfaction, salary, employment and incentives greatly affect their satisfaction and their performance is also influenced by cooperation, responsibility and ability factors. While interviews with Namorambe Public Health Center employees, job satisfaction factors such as lack of motivation, salary and incentives greatly affected their satisfaction and their performance was also influenced by reward and cooperation factors. This situation obviously greatly affects the service of patients who are in the Public Health Center. This indicates that there is still a lack of job satisfaction and their performance to improve the quality of services available in Public Health Center. If analyzed further, factors such as salary / income, incentives, employment relationships and motivation are very influential on their job satisfaction (employee) and factors such as rewards, cooperation, ability and responsibility greatly affect their performance in Public Health Center. Because researchers assume that job satisfaction raises the maximum performance or work performance of the organizations they are sheltering and will affect the patient service.

The purpose of this study are: 1) To know employee job satisfaction; 2) To know employee performance; 3) Analyzing the relationship of job satisfaction with employee performance;

4) To analyze the relationship between age and employee performance; 5) To analyze the relationship of income with employee performance. All of these analyzes were conducted at Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center in 2015.

RESEARCH METHODS

This research is an analytic type survey with cross sectional design that aims to know the relationship of job satisfaction with the performance of employees at Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center in 2015. This research will be conducted at Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center in 2015. The sample in this study using total sampling of 137 employees.

Table 1. Number of Employees at Delitua Public Health Center, Biru-Biru Public Health Center, Namorambe Public Health Center in 2014.

Public Health Center	Number of Employees
Delitua	41 employees
Biru-Biru	47 employees
Namorambe	49 employees
Total	137 employees

Source: Staffing Data of Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center in 2014.

The instruments in this study consist of job satisfaction which the researcher own stacking and employee performance that the researcher adopted from several statements from Mangkunegara (2012) related to performance and then re-validation researchers. For the independent variable that contains the job satisfaction aspect consist of 10 statements, given the value 0, 1, 2, and 3 and for each question using Likert scale (Sugiyono, 2010) consisting of answer "Very dissatisfied, dissatisfied, satisfied and very satisfied ". After knowing the

total score, it will be given a value of 0 to not satisfied and the value of 1 to be satisfied.

Assessment of employee performance aspect consists of 17 statements, will be assigned a value of 0, 1, 2, and 3, and for each question using Likert scale (Sugiyono, 2010) consisting of the answer "Very bad, not good, good and very good". After knowing the total score, it will be rated 0 for poor performance and value 1 for good performance. For counfounding variables (age and income) in this study included in the identity data of respondents. The method of analysis in this study used univariate analysis and bivariate analysis.

RESULTS AND DISCUSSION

Table 2 shows the result that the majority of employees aged 30-45 years are 89 (65%), the majority of income > Regional Minimum Wage of 135 (99%).

Tabel 2. Distribution of Age Frequency and Income of Employees at Delitua Public Health Center, Biru-Biru Public Health Center, and Namorambe Public Health Center (n=137).

Age	Total	Percentage (%)
30-45 Years	89	65
46-60 Years	48	35
Total	137	100
Income	Total	Percentage (%)
< Regional Minimum Wage	2	1
> Regional Minimum Wage	135	99
Total	137	100

Table 3. Distribution of Job Satisfaction of Employees at Delitua Public Health Center, Biru-Biru Public Health Center, and Namorambe Public Health Center (n=137).

Job Satisfaction	Total	Percentage (%)
Satisfaction	105	77
Dis-Satisfaction	32	23
Total	137	100

Table 4. Distribution of Employees Performance at Delitua Public Health Center, Biru-Biru Public Health Center, and Namorambe Public Health Center (n=137).

Performance	Total	Percentage %
Good	106	77
Poor	31	23
Total	137	100

Table 5. Relationship of Job Satisfaction With Employees Performance At Delitua Public Health Center, Biru-Biru Public Health Center, and Namorambe Public Health Center (n=137).

Job Satisfaction	Performance				Total		p value
	Good		Poor		n	%	
	n	%	n	%			
Satisfaction	90	66	15	10	105	76	0.000
Dis-Satisfaction	16	12	16	12	32	24	
Total	106	78	31	22	137	100	

Table 6. Relationship of Age With Employees Performance At Delitua Public Health Center, Biru-Biru Public Health Center, and Namorambe Public Health Center (n=137).

Age	Performance				Total		p value
	Good		Poor		N	%	
	n	%	n	%			
30-45 Years	68	50	21	15	89	65	0.712
46-60 Years	38	28	10	7	48	35	
Total	106	78	31	22	137	100	

Table 9. Relationship of Income With Employees Performance At Delitua Public Health Center, Biru-Biru Public Health Center, and Namorambe Public Health Center (n=137).

Income	Performance				Total		p value
	Good		Poor		n	%	
	n	%	n	%			
< Regional Minimum Wage	1	1	1	1	2	2	0.351
> Regional Minimum Wage	105	77	30	21	135	98	
Total	106	78	31	22	137	100	

Job Satisfaction of Employee at Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center in 2015

Job satisfaction of 137 majority employees stated satisfaction of 105 (77%) and minority expressed dissatisfaction of 32 (23%). Researchers assume that employees are satisfied with the fulfillment of their expectations such as support / motivation,

income in accordance with working conditions, abilities and rewards. Job satisfaction in employees also can not be separated from the motivation given by employers to employees. With good motivation, then the performance of employees will increase and give satisfaction to the employees. Things like this that can lead to a sense of satisfaction in the employees, so they can spur their work productivity in the health center.

Employee Performance at Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center in 2015

Performance of 137 majority employees stated good, that is as many as 106 (77%) and minority expressed bad as 31 (23%). Researchers assume that employee performance is good because they are satisfied with what they are achieving right now, plus work environment factors that support their performance such as motivation, rewards, praise, incentives and the work itself. With good performance, will certainly improve the quality of services in public health center. Performance of employees is also not independent of job satisfaction in the health center, the more satisfied employee job satisfaction, the more productive performance will be generated.

For that need to be done efforts to improve aspects of employee job satisfaction such as praise, awards, motivation cooperation and others in order to encourage maximum performance for employees. This is in accordance with the theory of work motivation, where the attitude of employees who support and positive to the work situation that strengthens the motivation of work it will achieve maximum performance (Mangkunegara, 2012).

Relationship of Job Satisfaction With Employee Performance at Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center in 2015

There is a significant relationship between job satisfaction and employee performance at Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center 2015 with p value 0.000. Researchers assume that employee job satisfaction is obtained because of the environment that supports each other, the creation of an atmosphere that can provide a sense of comfort in employees and intrinsic factors such as motivation, co-workers, promotions and awards and praise given by employers to employees and extrinsic factors such as salary / wages or incentives, giving rise to a sense of satisfaction that can significantly improve their performance.

This study is in line with the theory of Two Factors of Herzberg in Gibson et.al (1996) which states that job satisfaction (satisfied or not satisfied) employees are influenced by two factors: intrinsic factors and extrinsic factors. The intrinsic factor is the factor of the incentive to do a good job, resulting in satisfaction that is influenced by the recognition, praise, motivation, reward and work itself. While extrinsic factors are factors from outside working conditions such as wages / salaries, incentives and cooperation between colleagues or superiors.

Relationship of Age With Employee Performance At Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center in 2015

There is no significant correlation between age with employee performance at Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center in 2015 with p value 0,712. In this study, researchers assume that age 30-45 years old categorized that is still quite productive, so that

the resulting performance was still quite good. While the age of 46-60 years can be categorized as age that has entered adult age (retirement in work), so the performance they run tend to be unproductive.

Relationship of Income With Employee Performance At Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Centers in 2015

There is no significant correlation between income and employee performance at Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center in 2015 with p value 0,351. The researcher assumes that in this study the employee whose income > Regional minimum wage has a positive attitude in terms of work. Positive in the sense that what employees do will not reduce the salary or income they earn, the income determines job satisfaction to employees who impact on the resulting performance. This, because employees have been comfortable and satisfied with the income they earn per month so far. Although sometimes not always fixed or the same amount. Increased earnings significantly helps employees in achieving maximum performance.

Income is an additional economic capability that employees receive either in the form of salary or otherwise. Earnings are one of the key factors of job satisfaction for employees. With high income, it will make life more established. Earnings do not always remain the same amount, earnings can sometimes increase significantly depending on the job, position and also rank in the clothing by employees.

CONCLUSSION

Job satisfaction of 137 majority employees stated satisfaction of 105 (77%) and minority expressed dissatisfaction of 32 (23%). Performance of 137 majority employees stated good that is 106

(77%) and minority expressed bad as 31 (23%). There is a significant correlation between job satisfaction and employee performance at Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center in 2015 with p value of 0.000.

There is no significant correlation between age with employee performance at Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center in 2015 with p value 0,712. There is no significant correlation between income with employee performance at Delitua Public Health Center, Biru-Biru Public Health Center and Namorambe Public Health Center in 2015 with p value 0,351.

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