



## **THE RELATIONSHIP OF REWARD WITH PERFORMANCE HEALTH WORKERS**

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### **ABSTRACT**

The performance of health workers is performance that can be measured from the services provided to patients so that patients feel satisfied or dissatisfied. The performance of health workers serves as a benchmark for health services, so it is necessary to study performance in order to maintain and even improve the quality of health services provided to healthy and sick patients. General purpose knowing the relationship between giving rewards with the performance of health workers. The research method is the way or path taken in connection with the research being carried out, which has systematic steps. Research methods include research procedures and techniques. The research method is an important step to solve research problems. By mastering research methods, not only can solve various research problems, but also can develop the scientific field that they are involved in. In addition, multiplying new discoveries that are beneficial to the wider community and the world of education. The research method used in this study is descriptive quantitative research, namely by seeking information about existing symptoms, clearly defining the objectives to be achieved, planning the approach, collecting data as material for making reports. In this study the authors wanted to know the relationship between giving rewards and the performance of health workers. The research variables to be studied in this study were divided into two main variables, namely the independent variable (X), which consisted of one variable, namely reward (X) while the dependent variable (Y) consists of one variable, namely the performance of health workers. The design of this research starts from a quantitative problem and limits the existing problems to the problem formulation. The formulation of the problem is stated in the question sentence, then the researcher uses theory to answer it. The research design must be specific, clear and detailed, determined steadily from the start, to be a step-by-step guide. The research design links variables X and Y. This study consists of two variables, namely the independent variable (X), namely reward (X) while the dependent variable (Y) is the performance of health workers. The results of the univariate analysis of reward giving were obtained from 53 respondents as many as 29 respondents (54.7%) were given rewards, while the performance of health workers was obtained from 53 respondents as many as 37 respondents (69.8%) had poor performance. the results of bivariate analysis using the chi square test obtained p value = 0.256, which means that p value <0.05, then Ho is accepted, which means there is no relationship between giving rewards and the performance of health workers.

**Keywords:** reward, performance, worker

### **INTRODUCTION**

Performance is the result of work in quality and quantity that is achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. 1 The level of success of a performance includes both quantitative and qualitative aspects. the amount of reward, so that other factors can be added, namely expectations regarding rewards, perceptions of tasks, external encouragement or leadership, Abraham Maslow's needs, work factors (design, feedback, supervision, and control).

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and even improve the quality of health services provided to healthy and sick patients. Information on health performance, especially for health workers, currently varies. Most are still dominated by the aspect of perceived performance by health personnel, although there are several researchers assessing it from the aspects of documentation and observation. Perception of this performance includes perceptions of the performance of health workers in accordance with standard practices for health workers which are broken down into eight elements, namely quality assurance, education, work assessment, partnership, collaboration, ethics, research, and use of resources. In this research,

Performance appraisal is a formal system for reviewing and evaluating a person's performance on a regular basis, serving as information about the individual abilities of health workers and helping leaders make decisions in personnel development.<sup>20</sup> Another standard for assessing the performance of health workers that is often used is based on the professional performance standards for health workers compiled by PPNI (2010) which are translated into eight elements, namely quality assurance, education, performance appraisal, partnership, collaboration, ethics, research, and utilization of human resources. source. Information about the performance of health workers from research results shows that the performance of health workers is still not optimal. The performance of health workers in government hospitals was in the good category, only 49.5%, while the rest were in the less category, 50.5%. This shows that the average performance of health workers in hospitals is still relatively low. <sup>12</sup> The causes of patient dissatisfaction are influenced by many factors, including those related to product and service quality, price, emotional, location, facilities, communication, visual design atmosphere.

The results of WHO (World Health Organization) analysis of several Asian countries including Indonesia show that the weak role of the professional performance of health workers is due to a lack of support from other health professionals, health workers have different approaches and values in health services to others, different perceptions differences between health workers and doctors, and several other difficulties in the relationship between health workers and management. <sup>24</sup> According to the 2010 PPNI, efforts that can be made to improve the performance of health workers are by implementing optimal care for health workers. There are several things that affect health workers in carrying out care for health workers, namely the level of competence of health workers, motivation at work, and the workload they carry.

Management of health services is different from other agencies. Health service providers work under pressure with a bigger workload. This has an impact on the imbalance between work and rewards received. In health services, the type of work can affect rewards where a higher reward imbalance occurs between health workers and doctors

Reward is a form of appreciation for a certain achievement that is given, both by and from an individual or an institution which is usually given in the form of material or speech. <sup>7</sup> Rewards are also called intrinsic rewards, namely rewards that are part of the work itself, these rewards include a sense of completion, achievement, autonomy and growth. <sup>10</sup> Reward is an appreciation given in the form of material or speech both individually and as an institution for certain achievements. <sup>8</sup> The reward system can be carried out by awarding trophies and money as rewards for the best employees and the best units. In fact, research by Seitovirta et al (2017) emphasized that non-financial rewards are a very useful element of management for health workers. With the opinions of these experts,

The importance of rewards is to motivate employees to work well so that they can increase productivity in their performance which has an impact on services, but there is no theory that details the impact of rewards on health services. <sup>6</sup> Even research by Seitovirta et al (2016) suggests that it is important to listen to the opinions of health workers to creating a reward system that integrates financial and non-financial rewards that are fair from the point of view of health workers.

So it is important to know the impact of giving rewards to health workers on hospital services. The reward in question is an award that comes from other people. As a concrete step in the results of coaching, it is deemed necessary to provide rewards or awards to employees who have shown good work performance. Giving rewards is a leader's effort to provide remuneration for the work of employees, so that it can encourage more active and potential work. It is even important to listen to the opinions of health workers to create a reward system that integrates financial and non-financial rewards that are fair from the point of view of health workers, non-financial rewards are a very useful element of management for health workers.

Research conducted by Al-Nsour (2012), entitled Relationship Between and Organizational Performance for Employees in the Jordanian University where the provision of reward incentives can improve employee performance ( $p < 0.05$ ) so that it has an impact on organizational progress while Royani's research (2012), regarding The relationship between the reward system and the performance of health workers found a significant relationship between intrinsic rewards and performance ( $p < 0.05$ ) while there was no significant relationship between extrinsic rewards in the form of incentives.

Based on the results of interviews with inpatient room health workers at Salak Hospital, Bogor City, out of 7 health workers, 5 of them said that giving rewards was still classified as unsatisfactory or not as expected, and 2 of them said that giving rewards was classified as satisfactory. The reward in question is in the form of non-financial, such as praise, promotion, and thanks. They argue that giving rewards is certainly important to increase enthusiasm and improve their performance at work. In terms of performance, 4 of the 7 people said they worked seriously and wholeheartedly, while the other 3 were still so-so. Based on the description above, it is deemed necessary to conduct research on the relationship between giving rewards and the performance of health workers.

## **RESEARCH METHODS**

The research method is the way or path taken in connection with the research being carried out, which has systematic steps. Research methods include research procedures and techniques. The research method is an important step to solve research problems. By mastering research methods, not only can solve various research problems, but also can develop the scientific field that they are involved in. In addition, multiplying new discoveries that are beneficial to the wider community and the world of education

The research method used in this study is descriptive quantitative research, namely by seeking information about existing symptoms, clearly defining the objectives to be achieved, planning the approach, collecting data as material for making reports. In this study the authors wanted to know the relationship between giving rewards and the performance of health workers. The research variables to be studied in this study were divided into two main variables, namely the independent variable (X), which consisted of one variable, namely reward (X) while the dependent variable (Y) consists of one variable, namely the performance of health workers

The design of this research starts from a quantitative problem and limits the existing problems to the problem formulation. The formulation of the problem is stated in the question sentence, then the researcher uses theory to answer it. 25

The research design must be specific, clear and detailed, determined steadily from the start, to be a step-by-step guide. The research design links variables X and Y. This study consists of two variables, namely the independent variable (X), namely reward (X) while the dependent variable (Y) is the performance of health workers.



## RESULTS

The results of the univariate analysis of reward giving were obtained from 53 respondents as many as 29 respondents (54.7%) were given rewards, while the performance of health workers was obtained from 53 respondents as many as 37 respondents (69.8%) had poor performance. The results of bivariate analysis using the chi square test obtained  $p$  value = 0.256, which means that  $p$  value  $< 0.05$ , then  $H_0$  is accepted, which means there is no relationship between giving rewards and the performance of health workers.

## CONCLUSION

1. Distribution of ICU and ICCU Nurses Workload Frequency at Bogor City PMI Hospital. From 30 respondents, it was shown that there were 15 nurses (50.0%) with heavy workloads.
2. Frequency Distribution of Work Stress for ICU and ICCU Nurses at Bogor City PMI Hospital, from 30 respondents, it showed that as many as 12 nurses (40.0%) had mild work stress.
3. The results of statistical tests using Kendall's tau get a value of 0.000  $< 0.05$ , meaning that  $H_a$  is accepted and  $H_0$  is rejected. From this value, it can be concluded that there is a relationship between workload and stress levels for ICU and ICCU nurses at Bogor City PMI Hospital.

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