

## Overview Of Supervision Of The Performance Of Health Workers At Badrul Aini Hospital

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**Abstract.** Hospitals as Health Institutions have a strategic role in improving the health status of the Indonesian people. Human resources are a key factor in health services, requiring competent workforce and supported by fellow colleagues. Monitoring is an important step in ensuring the realization of management plans. Employee performance, especially health workers, is a key factor for hospitals, influencing the institution's ability to achieve its goals. This study aims to evaluate the supervision of the performance of health workers at Badrul Aini Hospital, with a focus on improving medical services. In the context of population growth, medical services by public hospitals are crucial. This research used a quantitative approach with descriptive methods, involving 30 respondents from all hospital health workers. The research results show high patient satisfaction regarding the performance of health workers. Discussion includes the role of human resources, the positive impact of supervision on performance, and the need for direct management to improve the performance of public hospital employees.

**Keywords :** surveillance, personnel performance, health, hospital

### INTRODUCTION

As a health institution, hospitals have a very strategic role in efforts to accelerate the improvement of the health status of the Indonesian people. Human resources is an important component of healthcare, and we need employees who are competent, motivated, and supported by their peers. Human resources are an important asset of an organization because it serves as the workforce of the organization. Because, human resources are those who run an organization, and medical personnel are also human resources for organizations engaged in health.

Supervision refers to establishing performance standards in plans, designing information feedback systems, comparing actual performance with predetermined standards, determining whether there have been irregularities, and monitoring the entire company or government resources, it is used effectively and efficiently and to the maximum extent possible to achieve corporate and government goals. It can be concluded that supervision is

important in the implementation of the plan. With supervision, it can ensure that the plans expected by management are realized and implemented properly.

According to Winardi, "Supervision is all activities carried out by managers to ensure that the actual results are in accordance with the planned results." On the other hand, Mr. Basu Swastha said, "Supervision is a function to ensure that activities achieve the desired results." Mr. Komaruddin said, "Supervision is related to the comparison between the actual implementer of the plan and the beginning for corrective steps against deviations and meaningful plans".

Employee performance is a work pattern that is the basis for assessing the work done by employees in a company or organization. Performance is an important aspect, and performance includes the mental attitude and behavior of a person who views the job as special and must have better quality and execution than before. Employee performance is the result of work achieved when someone completes a given task to achieve work goals. Health workers are high performers and therefore will perform well if they do their job well.

The performance of health workers is one of the key factors for hospitals to achieve their goals. Therefore, the performance of health workers must be taken into account in supervision, because poor performance of managers and employees can affect the performance of the organization or company as a whole. Health workers are the driving force of hospitals, so their performance affects the ability of hospital authorities to achieve their mission and achieve their goals. The poor performance of employees and health workers reflects the good and poor performance of institutions and institutions.

Due to the increasing population growth, the importance of medical services has become important for every public hospital. Remembering that public health is essential on the way to a prosperous society because a healthy society can help governments achieve their mission.

In this case, the purpose of supervision carried out by hospital management is not only to detect medical personnel errors, but also to ensure that medical personnel at the general hospital carry out their duties through general hospital management where the hospital complies with existing regulations, which can further have a good impact on the quality of medical services.

The purpose of this study is to determine the status of the implementation of monitoring the performance of officers or health workers in order to improve the implementation of medical services in public hospitals. Moreover, this research is very important for hospitals in terms of implementing supervision, because public hospitals are centers of public health services and hospitals can increasingly play an active role in creating healthy spiritual and physical communities.

## RESEARCH METHODS

This study used a quantitative approach with a descriptive method with the aim of determining the supervision of the performance of health workers at Badrul Aini Hospital. This research was conducted on Medan City, North Sumatra. The population in this study is all health workers working in hospitals. The samples taken in this study were all hospital health workers, So it was obtained by 30 respondents.

The primary data was obtained by researchers from respondents directly when the study was conducted using questionnaire research instruments. Variables in this quantitative study include health worker performance variables. The type of measurement scale used in this study is the Likert scale. The answer to each indicator to be measured, then the indicator is used as a starting point to compile parts of the instrument which can be in the form of questions and statements. Scoring starts from the highest score with a score of 5 to the lowest score with a score of 1. The dependent variable is patient satisfaction with category assessments, namely Strongly Agree, Agree, Doubt, Disagree, and Strongly Disagree.

## RESULTS AND DISCUSSION

TABLE 1.

### Respondent Data

Age	Variable	F	P (%)
	<35	19	63.3%
	>35	11	36.6%

Gender	Variable	F	P (%)
	Man	8	26.6%

	Woman	22	73.3%
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Length of work	Variable	F	P (%)
	<10 year	23	76.6%
	>10 year	7	23.3%

In the table above, it is known that respondents under the age of 35 years amounted to 19 people (63.3%), while those over the age of 35 years amounted to 11 people (36.6%). Furthermore, male respondents amounted to 8 people (26.6%) while female respondents amounted to 22 people (73.3%). Then for the period of time the respondents worked, namely <10 years amounted to 23 people (76.6%) and >10 years amounted to 7 people (23.3%).

TABLE 2.

Questionnaire Questions

Table 1. Leaders supervise employee behavior in morale and work discipline

Variable	F	P(%)
Strongly agree	21	70%
Agree	6	20%
Doubtful	2	6.6%
Don't agree	1	3.3%

From the results of previous research (R.A.Putra, 2020), it shows that supervision has a positive and significant effect on work discipline, which means that the better the supervision system carried out by a company, the more disciplined the employees are at work.

This is also in line with the research that the authors conducted, where supervision in morale and work discipline has a good impact on employee performance. Supervision, according to Handoko, is the discovery and implementation of ways and equipment to ensure that the plans that have been made can be carried out properly in accordance with what was set at the beginning. Supervision is also important in helping companies achieve their goals, with the supervision of the performance and discipline of employees, of course, activities within the company will run in accordance with the company's own goals.

Table 2. Leaders give instructions and check every job done by employees

Variable	F	P (%)
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Strongly agree	18	60%
Agree	8	26.6%
doubtful	1	3.3%
Don't agree	3	10%

There are 4 leadership styles according to Thoha (2013), in decision making one of which is instruction. The results of previous research (Rendyako, 2017), show that the instruction leadership style has a significant effect on improving employee performance.

This is in line with the research that the author is conducting, with a percentage of 60% who answered strongly agree and 10% who answered disagree with the leader who gave instructions and checked every job done. Work supervision is very important in every job in both large and small organizations. According to Saydam, through supervision it can monitor various things that can harm the organization, such as: mistakes and shortcomings in doing work and other things that may be experienced.

Table 3. Leaders take steps to correct irregularities, misappropriations, and waste on employees

Variable	F	P (%)
Strongly agree	18	60%
Agree	7	23.3%
Doubtful	4	13.3%
Don't agree	1	3.3%

In the results of research conducted by the author, the leadership corrects irregularities, fraud and waste in employees with a percentage of 60% answering strongly agree. It can be seen that the leadership in the hospital can carry out supervision in management. This is in line and stated in the journal (D, Djadjuli, 2018) Supervision in management such as setting standards, comparing standard activities and corrective actions is important so that errors that occur can be corrected immediately.

Table 4. Leaders sanction employees who make mistakes such as arriving late, tasks not completed on time

Variable	F	P (%)
Strongly agree	20	66.6%
Agree	8	26.6%
Doubtful	2	6.6%
Don't agree	-	-

In previous studies, it was stated that the provision of strict sanctions could affect the level of employee discipline in an organization or company, where the stricter the sanctions applied could run optimally, it would increase work discipline in the work environment of organizations and companies.

Furthermore, the results of previous research are in line with the research being researched by the author, this is in accordance with his theory (Hasibuan, 2009) that one of the factors affecting discipline is punitive sanctions.

Table 5. Leaders give reprimands to employees who are absent for no reason

Variable	F	P (%)
Strongly agree	25	83.3%
Agree	5	16.6%
Doubtful	1	3.3%
Don't agree	-	-

The research above obtained 83.3% strongly agreed in the research results. It was stated by one of the employees who worked at the hospital that the leadership gave reprimands and warnings to employees who committed violations mostly only by reprimanding verbally or through writing in the form of a warning letter but was still ignored by employees.

Table 6. Employees carry out activities in accordance with predetermined goals

Variable	F	P (%)
Strongly agree	21	70%
Agree	5	16.6%
Doubtful	4	13.3%
Don't agree	-	-

In the research table, the table above shows that 70% of employees carry out activities in accordance with the objectives set by the leadership at the beginning. Quality of work according to Aristi, 2021 is the perception of quality in carrying out work with full accuracy, skill, accuracy and neatness to the relationship of work results. Human resources are assets that are a strength to the quality of work.

Table 7. The quantity of work done by employees in accordance with the expectations or wishes of the leader

Variable	F	P (%)
Strongly agree	16	53.3%
Agree	6	20%
Doubtful	4	13.3%
Don't agree	4	13.3%

From the results of the study above, 53.3% strongly agreed with the quantity of work in accordance with the expectations or desires of the leadership. Employees who work at the hospital say the work they do is in accordance with the instructions given by the leadership and employees can complete work according to their respective fields.

According to Robbins, Work Quantity is the amount expressed in units and the completed activity cycle is the amount produced which is expressed in Quantity. Work quantity concerns the achievement of targets and work results in accordance with organizational plans.

Table 8. Employees complete work on time

Variable	F	P (%)
Strongly agree	20	66.6%
Agree	8	26.6%
Doubtful	2	6.6%
Don't agree	-	

The results of this study state that employee punctuality depends on how employees complete their work, for example: employees are used to and have mastered the job, then when working, employees will be on time to complete it. In theory related to this research, namely work quantity is the amount or number that has been set by the company to be achieved within a predetermined time.

Table 9. Employees use human resources, technological resources, raw material resources, as well as equipment and equipment optimally to produce the best work

Variable	F	P (%)
Strongly agree	19	63.3%
Agree	10	33.3%
doubtful	1	3.3%
Don't agree	-	

From the results of previous research said in his research, concluding that good HR development affects employee performance. Continuous HR development will shape the attitude of employees in carrying out their duties better and of course can be motivated to continue to improve their performance and technology utilization has a significant effect on employee performance. This shows that the use of technology can improve employee performance in employees, IT utilization such as working faster, getting better performance, increasing productivity, making work more effective, making work easier, and being useful has a positive effect on employee performance.

And the results of this study are in line with the results of research conducted by the author, where the results showed 63.3% strongly agreed with employees who use human resources such as development and training to develop performance, use technology and optimize equipment and equipment in facilitating the work of employees.

Table 10. Employees need supervision to get the desired work results without making mistakes

Variable	F	P (%)
Strongly agree	22	73.3%
Agree	5	16.6%
Doubtful	1	3.3%
Don't agree	2	6.6%

Employees need supervision to get the desired work results without making mistakes. This is a finding from previous research conducted to reveal the importance of supervision in the work environment.

## CONCLUSION

Human resources are the driving force of an organization and have an important role in achieving organizational goals. This was expressed by Rifai who showed that if an organization can overcome the problems it faces, then the organization can also achieve its goals and human resources who manage and drive other factors of production.

The results showed that almost every question answered very affirmatively. It is proven that Performance is the result of work achieved by an employee when carrying out a job based on his skills, abilities, and experience.



Employees perform better when they understand their jobs, plan their tasks thoroughly, and understand the risks involved in doing their jobs. In completing tasks, employees often encounter problems and difficulties in their work, so high-performing employees adapt to existing difficulties, show initiative in completing tasks, and interact with colleagues. Have communication skills and have the ability to maintain relationships with colleagues.

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