

## CHAPTER I INTRODUCTION

### 1.1 Company Profile

#### 1.1.1 History



**Figure 1. 1 Dr. RM. Soedjarwadi Psychiatric Hospital Klaten**

*Source:* Dr. RM. Soedjarwadi Psychiatric Hospital Klaten Website

On 23<sup>rd</sup> August 1953, stood as a “Koloni Orang Sakit Jiwa” or (KOSJ) which is a satellite of the madhouse of mangunjayan Surakarta and main madhouse Kramat Jaya Magelang. On 1972 began to open outpatient services with specialist doctor from the Manganjayan Central Hospital coming once a week, the function as a shelter was appointed to be inpatient. On 1978 KOSJ was changed to B class RSJP Klaten with 120 TT as the issuance of Republic of Indonesia Ministry of Health Decree No. 135/SK/Men.Kes/IV/78 in 1978 about the organization and work procedures of psychiatric hospital. In 2000 submitted to the provincial government of Central Java and Klaten psychiatric hospital changed its name to Dr. RM. Soedjarwadi Psychiatric Hospital Klaten.

#### 1.1.2 Vision and Mission

Vision:

Become the first society choices for psychiatry hospital with complete services, high grade, and newest doctoral science.

Mission:

- 1) Give mental health services which is best for all society.
- 2) Increase the quality and quantity of human resource in a manner continuous.
- 3) National and international health guarantee certification.
- 4) Realizing the arrangement modern psychiatric hospital with orderly and consistent master plan.
- 5) Doing education, training, and research in mental health field.

## **1.2 Research Background**

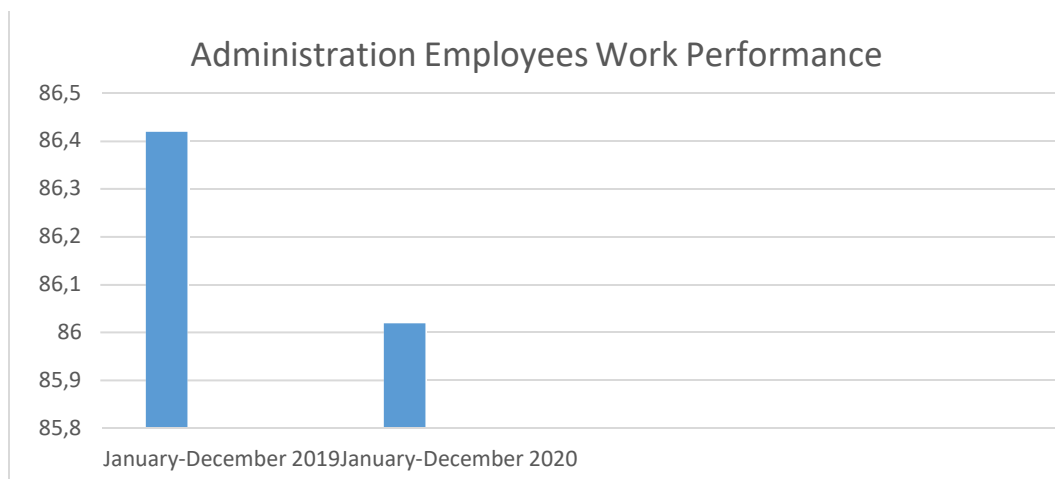
According to (Wager, 2021) in this pandemic era, hospital is the most important institution to preventing and curing the covid-19. Based on law number 44/2009 hospital is a health service institution that provides complete individual health services including inpatient, outpatient, and emergency services. Good service is really needed to deal with a pandemic like now, be it medical personnel or hospital employees. To achieve optimal service, optimal work performance is needed, be it from medical personnel or hospital employees themselves.

Indonesia faces the same issues with various policies that impact healthcare industries. According to (Mahendradhata, 2021) currently available medical staffs are insufficient to deal with potentially increasing demands as the pandemic highlighted the human resources challenges the healthcare system has been struggling with. The pandemic has exposed the fragility of medical industries. Furthermore, Mahendradhata said Government needs to ramp up the country's healthcare capacity. A wide range of strategies has been proposed to address those mounting challenges. Notwithstanding, the challenges of increasing healthcare capacity highlight that such efforts could represent only one part of the pandemic response equation, and it is being seen that the situation in healthcare industries as well faces hectic due to this pandemic for healthcare employees.

(RSJD) Dr. RM. Soedjarwadi Psychiatric Hospital Klaten is one of the hospitals that faced the situation challenging due to Covid according to (Wardoyo, 2020) the situation dramatically changed due to bizzare traffic of the people coming

to the hospital for checking if infected by the covid-19 and some come because people have the symptom even diagnosed infected with the huge amount days to day. 389 people comes a day with half number positively infected. This matter leads to (RSJD) Dr. RM. Soedjarwadi Psychiatric Hospital Klaten work environment changes for placement and adjust some space to conquer or settle down the situation where also there volunteer and additional employee from third parties to help (RSJD) Dr. RM. Soedjarwadi Psychiatric Hospital Klaten employees.

According to Kasmir (2018:128) performance is the result of work and work behavior achieved in completing tasks and responsibilities given within a certain period.



**Figure 1.2 Administration Employees Work Performance**

*Source: Internal Data 2019-2020*

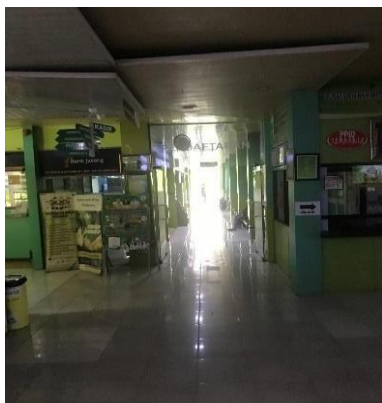
Based on figure 1.2, it can be seen that DR. RM. Soedjarwadi Psychiatric Hospital Klaten administration employee’s performance is decreased from 2019 until 2020. Performance can not only be assessed when an employee completes their tasks, but many aspects can be assessed from an employee to measure how well his performance in a company. A critical factor related to an organization's long-term success is its ability to measure how well employees work and use information to ensure that implementation meets current standards and improves over time (Wardhana, 2014: 108).

According to Siagan (2002), in Rodi (2013) employee performance is

influenced by several factors, namely salary, work environment, organizational culture, leadership and work motivation, work discipline, job satisfaction, communication, and other factors.



**Figure 1.2 Administration Office**



**Figure 1.3 Registration Hall**



**Figure 1.4 Waiting Hall**

Hospitals must be able to create a good work environment for all parties involved, both employees and patients, in order to maximize the service and performance of the hospital employees themselves. Therefore, an organization that has a very comfortable office environment, will surely support the effectiveness and good performance of its employees. Comfortable working environment conditions will affect employees to work harder and concentrate on completing all tasks so that they can be realized properly in accordance with the targets set. The success of improving performance requires employees to focus more on the goals that must be achieved by the company starting from the strength in oneself that must be

strengthened and if the environmental situation is very supportive, then the achievement of performance will be easier and will greatly motivate other employees to improve its performance.

Based on regulation of the minister of health of the republic of Indonesia number 24:2016, office and administration rooms are rooms in the hospital where the activity is carried out hospital administration management. Area, number and capacity of offices and administration organized according to the needs of hospital. And for the head of administration room according to on regulation of the minister of health of the republic of Indonesia number 54:2014 size of work space for echelon IV officials and/or equivalent to area 8 m<sup>2</sup>. From some figures above, we can see that the corridor for the registration hall is lack of light, even though there are open space that sun light can be in. and the registration hall its self is too narrow if there are a lot of patients that register to the registration room.

Based on observation at Dr. RM. Soedjarwadi Psychiatric Hospital Klaten, that the complaint from the office environment at this hospital was that the toilet was only in the corner or in the leadership room, so the staff was quite far from reaching the toilet. and the waiting room of the administration is too narrow, so that if the administrative queue is crowded, many of the queues are waiting on the steps of the hospital or in other places which sometimes interfere with the access of the hospital staff themselves. The administration room actually is large enough, but too many bookshelves that makes this room cramped.

Based on the interview with the employee development manager, some of the administration employees of Dr. RM. Soedjarwadi Psychiatric Hospital Klaten has some problem with the social environment in that division, especially with their boss and their division mates. Sometimes it makes some miss communication between them (Tri, 2021).

According to Hendry & Susanty (2017) in his journal that examines the influence of the work environment on employee performance in regional government agencies in Musi Banyuasin District, it concluded that there was a high positive relationship between work environment and employee performance at the Department of Agriculture and Animal Husbandry of Musi Banyuasin Regency.

Then there is also in the journal Komang & Rahyuda (2015) concluding that the physical work environment is able to influence employee performance. The better condition of the physical work environment, it will simultaneously improve the performance of the employees themselves. Whereas in the journal Prakoso, et.al (2014) concluded that the work environment significantly influenced employee performance. From some of the journal's statements it can be concluded that a good and comfortable work environment can improve employee performance, therefore every leader in the organization must be able to provide adequate facilities and infrastructure for his employees.

Based on the description, the writer is interested in examining the relationship between work stress with mental health nurse performance by titles **“The Influence of Work Environment on Administration Employee’s Performance in Dr. RM. Soedjarwadi Psychiatric Hospital Klaten”**.

### **1.3 Problem Statement**

According to (Mary, 2019) The problem the environment can be termed as a man’s closest surrounding which he can manipulate for his survival or existence. If this surrounding is wrongly manipulated, it may lead to unsafe situations rising and making it difficult for man’s survival. Hazards as a result of the poorly managed surrounding can hinder employee’s productivity rate and lead to a low morale. This makes the workplace environment a very crucial determinant of the employee performance, morale, and productivity. The workplace entails an environment in which the worker performs his work while an effective workplace is an environment where results can be achieved as expected by management. Task performed in the workplace can be directly affected by the physical environment where the task is being performed (MJ, 2017). According to (T., 2020) work environment impact employee performance in Industry as this situation gives rise to the worst possible work environment for health care staff. All of the bad classical psychosocial risk factors in the work environment are magnified extremely high demands, complete lack of control, lack of institutional support in many workplaces. and in addition, lack of reward for employee. On top of this, the staff will work with extreme

overtime and shift work schedules. This is like a cruel experiment to randomized trial for maximal worsening of the work environment. There is a large volume of scientific literature supporting that there is increased risk of developing depression, burnout syndrome, and myocardial infarction when employees are exposed to such situations (Aronsson, 2020). Similarly, with Dr. RM. Soedjarwadi Psychiatric Hospital Klaten in caring patient and daily operations of Dr. RM. Soedjarwadi Psychiatric Hospital Klaten still confront several challenges and obstacles, layoffs, and nurse performance, that does not achieve the company target that will affect customer satisfaction of the service. That situation still cannot achieve the vision of Dr. RM. Soedjarwadi Psychiatric Hospital Klaten itself that is being the trusted and the best in service of caring.

Based on the background, the research question of the problem in this research is as follows:

- a. How is the work environment of administration employees at Dr. RM. Soedjarwadi Psychiatric Hospital Klaten?
- b. How is the performance of administration employees in Dr. RM. Soedjarwadi Psychiatric Hospital Klaten?
- c. How much the work environment effecting the employee's performance of administration employees of Dr. RM. Soedjarwadi Psychiatric Hospital Klaten?

#### **1.4 Research Objective**

A study carried out certainly has several goals. The goals of the research when it gets done are:

- a. To find out how is the work environment of administration employees in Dr. RM. Soedjarwadi Psychiatric Hospital Klaten.
- b. To find out how is the administration employees of Dr. RM. Soedjarwadi Psychiatric Hospital Klaten performance.
- c. To find out how much the work environment effect toward administration employees of Dr. RM. Soedjarwadi Psychiatric Hospital Klaten.

## **1.5 Research Benefit**

A study carried out certainly has several goals. The research activities are:

### **a. Theoretical Use**

The results of this study are expected to provide additional information or input for Dr. RM. Soedjarwadi Psychiatric Hospital Klaten in responding to work environment issues that involving employee performance.

### **b. Practical Use**

This research can add insight into real human resource management, especially those concerning the performance and work environment of employees, and be able to be an appropriate suggestion to the object to improve the employee performance from work environment aspect.

## **1.6 Systematically Writing**

To provide an overview of the research carried out, a systematic study of research has been compiled which includes the following:

### **a. Chapter I Introduction**

In chapter I contains a review of the object under study, the background of the problem, the formulation of the problem, the purpose of the study, the research purpose, the limitations of the study, and the systematic writing of the thesis.

### **d. Chapter II Literature Review**

In chapter II contains the theoretical foundation or theories that support research, as well as the framework of thought and hypothesis.

### **e. Chapter III Research Methodology**

In chapter III contains types of research, variable operations, questionnaire design and measurement scale, types and data collection techniques, sampling techniques, analytical techniques, and hypothesis testing.

### **f. Chapter IV Research Result and Discussion**

In chapter IV contains the results and discussion about the characteristics of the respondents viewed from various aspects, discusses and answers the



problem formulation and the results of the calculation of data analysis that has been done.

**g. Chapter V Conclusion and Suggestion**

In chapter V contains conclusions from the results of the analysis, suggestions for the company and suggestions for further research.