

## CHAPTER I INTRODUCTION

### 1.1 General Description

Institution Name	: Karya Husada Cikampek Hospital
Institution Address	: Jend. Ahmad Yani No. 98, Dawuan Tengah, Kec. Cikampek, Kab. Karawang, Jawa Barat 41373
Fields	: Medical and health
E-mail	: rskaryahusadacikampek@gmail.com Telephone and Fax : 022-64316188
Website	: <a href="http://rskaryahusada.net">http://rskaryahusada.net</a>



**Figure 1.1 Karya Husada Hospital Logo**

*Source: Karya Husada Hospital Website*

Karya Husada Hospital Cikampek is the one of the institutions that move in the field of health services since October 19, 1990 by H Karya as a founder of the hospital. But, on October 31, 2006 the foundation changed to a limited liability company to PT Karya Husada Bersatu.

When it was founded in 1990, Karya Husada Hospital had inpatient facilities with a capacity of 11 beds. With the increasing number of patient visits and the occupancy rate of inpatients, from mid-2003 to the end of August 2004 there was continued addition of inpatient facilities in the form of increasing the number of beds to 98 beds.

In addition to beds, treatment room facilities were also added, such as Mawar (2008), NICU and PICU (2010), so that in early 2011 the number of beds increased to 124. In 2015, flamboyant treatment rooms were added again, bringing the total beds to 145 now.

As for the Karya Husada Hospital's logo means that the lines of leaf fins along the square symbolize devotion to God almighty and uphold the noble values of humanity, the field of the green cross symbolizes the value of professionalism and medical ethics being upheld, the square plane represents a solid teamwork, and the green and yellow means a high commitment to the environment.

### **1.1.1 Vision and Mission**

- Vision

To be the best hospital in demand by the wider community in the Karawang area and its surroundings

- Mission

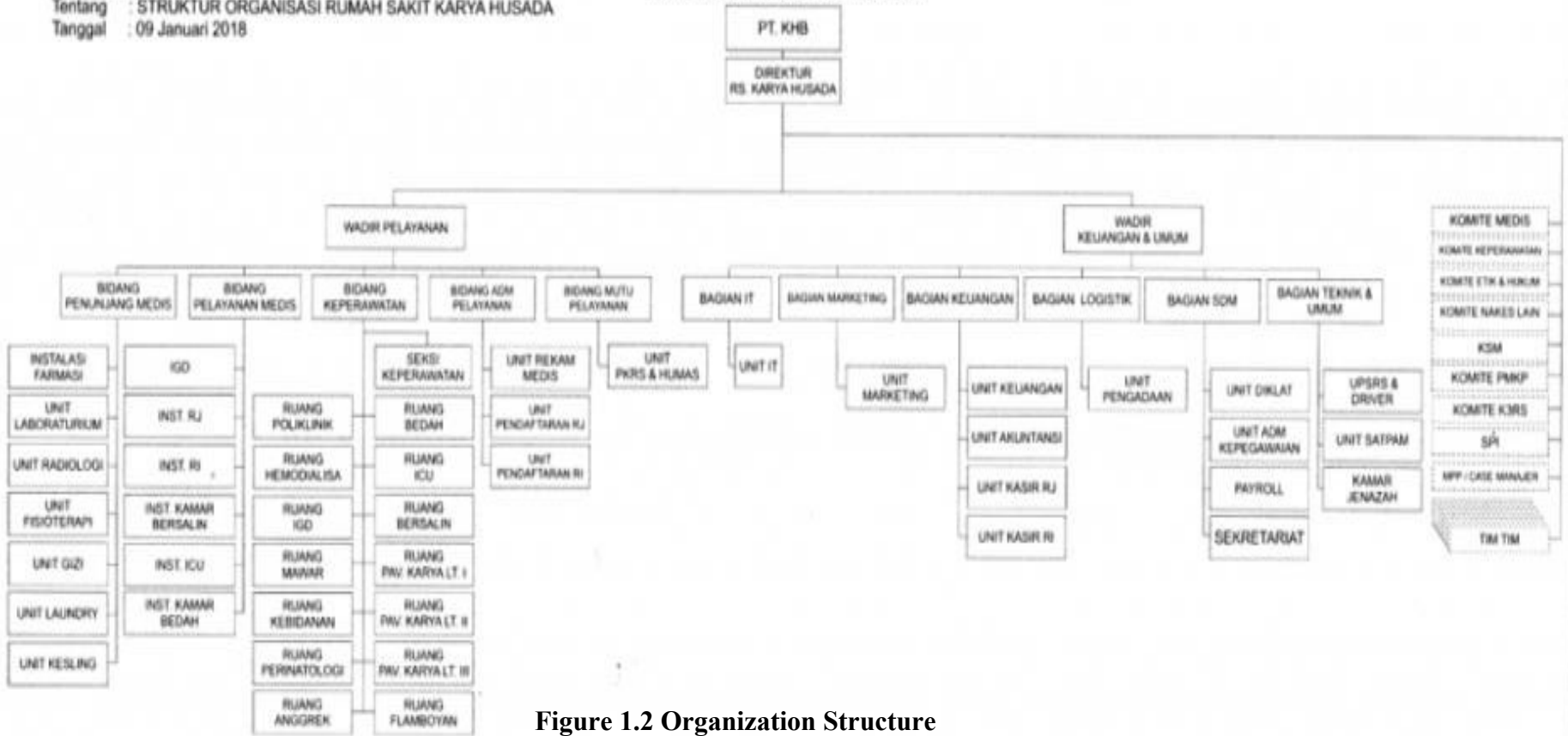
1. Providing quality health services by prioritizing the interests of the community and sector
2. Developing professional resources and optimal infrastructure
3. Providing maximum benefits to all parties involved in hospital management through implementation of management

### **1.1.2 Organization Structure**

The structure in organization is very important to carry out the operational work and to define the hierarchy in an organization. This structure helps the organization to achieve their goals. Organization structure of Karya Husada Hospital it can be seen on this figure:

Lampiran I :  
 SK Nomor : 001.A/SK-DIR/PT.KHB/I/2018  
 Tentang : STRUKTUR ORGANISASI RUMAH SAKIT KARYA HUSADA  
 Tanggal : 09 Januari 2018

**STRUKTUR ORGANISASI  
 RUMAH SAKIT KARYA HUSADA**



**Figure 1.2 Organization Structure**  
 Source: Karya Husada Hospital Website

## 1.2 Research Background

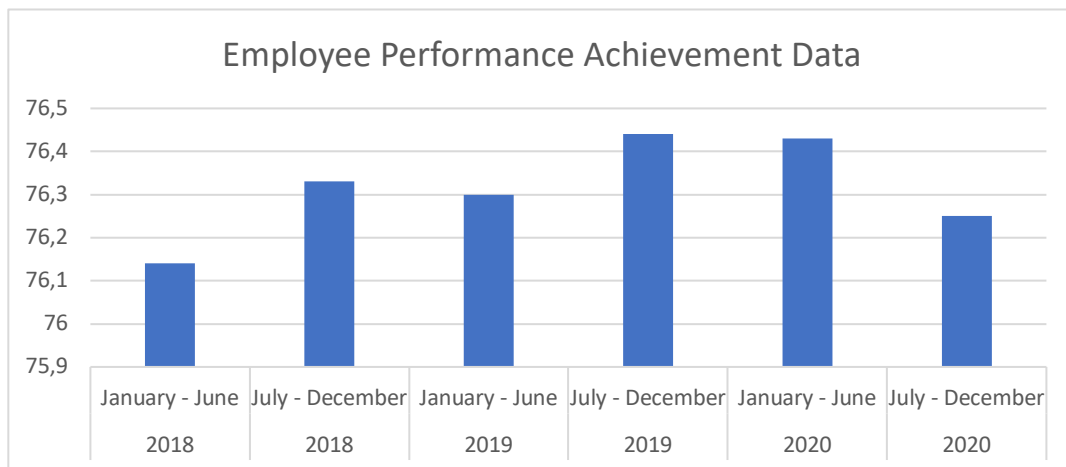
Hospital is an integral part of a social and health organization with the function of providing comprehensive services, cure (curative) and disease prevention (preventive), hospital is also a training centre for health workers and medical research. Based on law number 44/2009 hospital is a health service institution that provides complete individual health services including inpatient, outpatient, and emergency services.

As in the current pandemic, both public and private hospitals are urgently needed for health service facilities to deal with Covid-19. Therefore, the needs of quality service in hospitals are important to handle their patients. Then, to achieve quality service requires a good performance from the hospital including the performance of employees. (Crowley, P. & Hughes, A, 2021)

Professional human resources including employees are needed to help the development of the hospital grow rapidly. To achieve the goals, employees have requirements must be able to carry out their work and also employee's performance is one of the assets in organization that should be considered.

M. Abdullah in Indriyawati (2018) states that work performance is a work achievement is the result of the implementation of a work plan made by an institution and implemented by leaders and employees or human resource who work in good institutions government and business companies to achieve organizational goals.

The following is the employee performance data of the Karya Husada Hospital Cikampek in 2018-2021:



**Figure 1.3 Employee Performance Achievement Data**  
*Source: Karya Husada Hospital Cikampek HR Division*

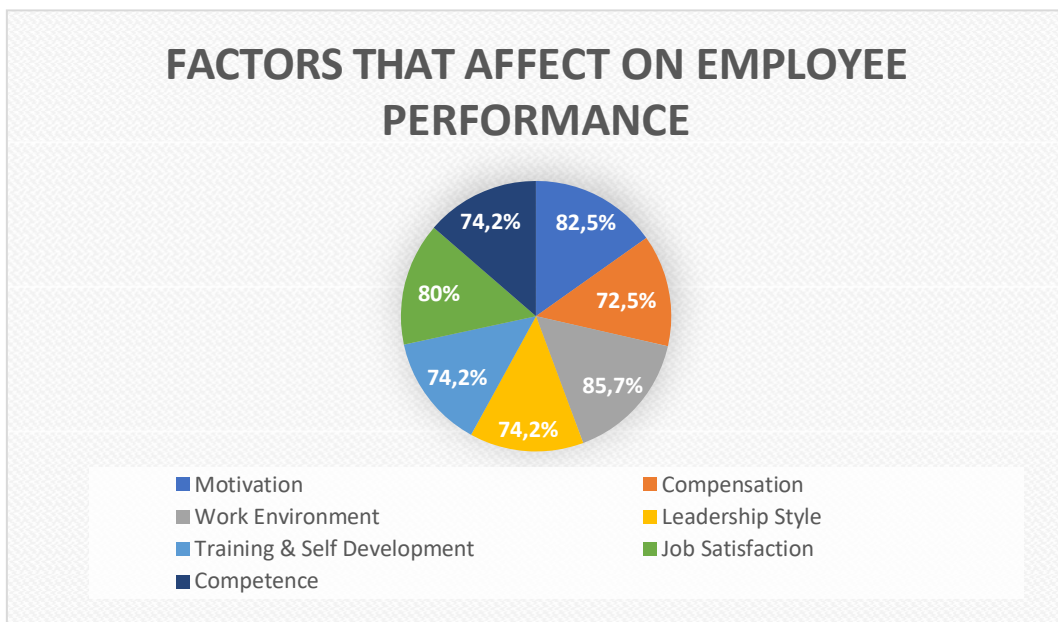
Based on the employee performance achievement data diagram above, it can be seen that the employee performance of the Karya Husada Hospital Cikampek in 2018 to 2021 had decreased in the first semester of 2019 and then increased again in the following semester. However, it declined again in first semester of 2020 and continued to decline in last semester of 2020.

According to (Bolung, Moniharapon, & Lumintang, 2018) performance is a work achieved by a person in carrying out the tasks assigned to him based on skills, experience and sincerity and time, in most organizations, the performance of individual employees is the main factor that determines the success of the organization. The opening discussion about type of work and being a prominent employer explained that how well employees do their jobs significantly affects productivity and organizational performance. According to (Bolung, Moniharapon, & Lumintang, 2018) organizational goals will be achieved because of the efforts of the actors within the organization. Based on this understanding, there is actually a close relationship between individual performance and institutional performance, or in other words, if the individual performance is good, then the institution's performance is likely to be good as long as the institution concerned meets the needs of its members

Kasmir (2016: 189193) in his book says that the factors that influence performance include ability and expertise, knowledge, work design, personality,

work motivation, leadership style, organizational culture, job satisfaction, work environment, commitment and work discipline. Akbar (2018) in his research says that employee abilities, employee motivation, working environment conditions, and compensation systems can affect employee performance in achieving the goals expected by the company.

To find out what factors can be affected to the employee performance in Karya Husada Hospital Cikampek, the author conducted a pre-research survey of 70 respondents from 370 employees at Karya Husada Cikampek Hospital.

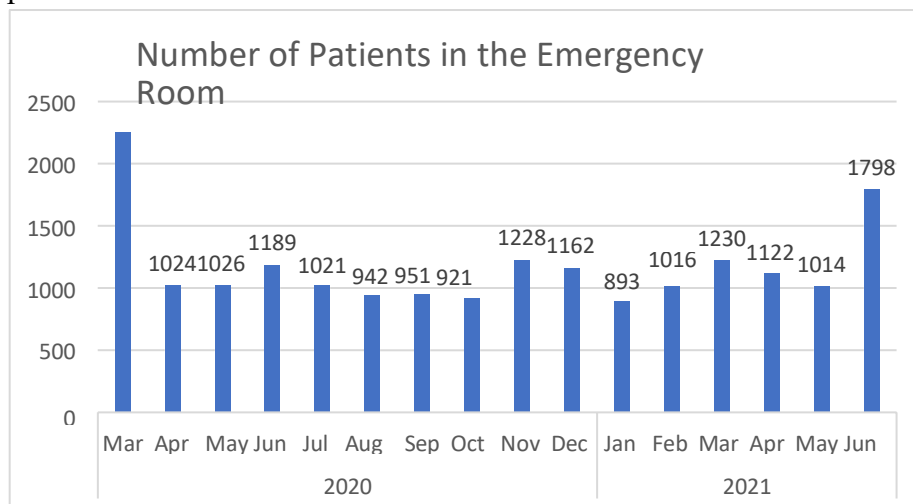


**Figure 1.4 Pre-Survey Questionnaire Data**  
*Source: Data Process by Author*

From the figure 1.3 it can be seen there are 70 correspondents who answer the questionnaire. From the data, the questionnaire is using Likert Scale with 1-5 scale. 1 for strongly disagree, 2 for disagree, 3 for quite agree, 4 for agree, 5 for strongly agree. From the table, the research requirement is only calculated agree (4) and strongly agree (5) to find which problem that should be on research problem. From the calculation, the highest point is work environment that has 60 points. So, it can be concluded that work environment is the research problem.

As a company, creating a comfortable and conducive work environment is able to spur employees to work productively. The creation of a comfortable work environment will provide satisfaction for employees and be able to give a good impression so that employees will be more enthusiastic in doing their jobs and these efforts will also have a good impact on the company's image.

According to Sedarmayanti in Syela (2018) work environment divided into two, namely physical work environment and non-physical work environment. Physical work environment has an influence either directly or indirectly to employees around the office that have a physical thing such as air temperature, security facilities, workspace, air source, etc. Non-physical work environment relating to work relations such as relationship with other employees and supervisor. In the midst of the COVID-19 pandemic, the work environment of the Karya Husada Hospital Cikampek has become less conducive because of the large number of patients who come for treatment, especially those who enter the emergency room to get first aid. Moreover, almost all hospitals in the Cikampek area are currently referral hospitals for COVID-19 patients including Karya Husada Hospital Cikampek.



**Figure 1.5 Number of Patients in the Emergency Room**

*Source:* Karya Husada Hospital Cikampek Service Administration Department

Based on the data above, it can be seen that at the beginning of the pandemic that entered Indonesia, namely in March 2020, there were around 2258 patients who

entered the emergency room. Then from April 2020 to May 2021, it can be seen in the graph that patients entering the emergency room are changing up and down. Then in June 2020, there was a surge in patients entering the emergency room. According to Parman, Head of the Service Administration Department, the spike was due to the entry of the delta variant of the Covid-19 which resulted in many patients having to go to the emergency department to get first aid



**Figure 1.6 Employees on Duty During Covid-19**

Pictures above is the condition of employees who must be ready to carry out tasks anywhere and anytime to help patients in need during the pandemic. However, employees should continue to do their jobs in the places and sections that have been provided so that they can work better to get maximum results.

As a company, Karya Husada Hospital Cikampek is required more to provide security to nurses in carrying out their duties. According to Article 57 of Law 36 of 2014 on the fourth point, it is stated that health workers have the right to protection for occupational safety and health, treatment that is in accordance with human dignity, morals, decency, and religious values.

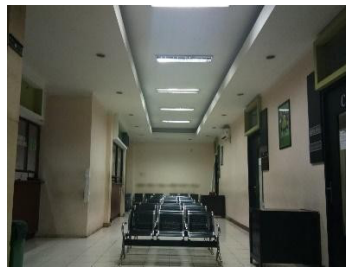
Efforts to protect and maintain security can be carried out by providing appropriate facilities for the safety and comfort of nurses, such as the provision of PPE (Personal Protection Equipment) as work support facilities so that they are not easily infected with the Covid-19 virus. Not only that, hospitals also need to pay attention to other facilities to tighten health protocols such as providing more hand washing facilities (soap and running water), providing instructions for the location of hand washing facilities, putting up educational posters on how to wash hands properly, and providing concentrated hand sanitizer. alcohol at least 70% in places where it is needed (such as entrances, meeting rooms, elevator doors, etc.)



The Indonesian Ministry of Health has issued Decree of the Minister of Health number HK.01.07/MENKES/328/2020 concerning Guidelines for the Prevention and Control of Covid-19 in Office and Industrial Workplaces in Supporting Business Continuity in a Pandemic Situation. One of the guidelines is to facilitate a safe and healthy workplace by ensuring the entire work area is clean and hygienic by carrying out regular cleaning using appropriate cleaners and disinfectants (every 4 hours). Especially door handles and stairs, elevator buttons, shared office equipment, areas and other public facilities and also maintain workplace air quality by optimizing air circulation and sunlight entering the workspace, cleaning AC filters. Hospitals are advised to place air purifiers or air sterilizers in crowded and congested places to optimize air circulation in order to reduce the covid-19 virus from spreading easily.



**Figure 1.7 IGD**



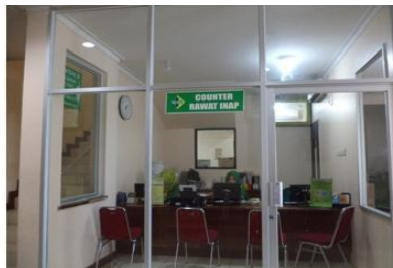
**Figure 1.8 Waiting Hall**



**Figure 1.9 Specialist Room**



**Figure 1.10 Meeting Room**



**Figure 1.11**



**Figure 1.12 Medicine Counter**

**Administration Counter**

Based on an interview with dr. Iis, Director of the Karya Husada Hospital Cikampek, the work environment quite affects employee performance, especially in lighting. According to her, there are many inappropriate lighting spots and also a lack of lamp maintenance such as replacing and installing bulbs.

The author will examine more deeply about working environment and employee performance. Based on the description that have been stated, The Author are interested to conduct in the preparation of thesis with the title “**The Influence of Working Environment on Employees’ Performance at Karya Husada Hospital Cikampek**”.

### **1.3 Problem Statement**

Based on the background has been explained, then the formulation of the problem raised by the author is as follows:

1. How is the work environment at Karya Husada Hospital Cikampek?
2. How is the employees' performance at Karya Husada Hospital Cikampek?
3. How much is the influence of work environment on employees' performance at Karya Husada Hospital Cikampek?

### **1.4 Research Objectives**

Based on the background and problem formulation that has been described previously, the objectives of this research are:

1. To find out the work environment at Karya Husada Hospital Cikampek.
2. To find out the employees' performance at Karya Husada Hospital Cikampek.
3. To find out how much the influence of work environment on employees' performance at Karya Husada Hospital Cikampek.

### **1.5 Research Significance**

#### **1.5.1 Theoretical Uses**

The results of this study are expected to be taken into consideration for carry out further research related to the implementation of the work environment physical and non-physical in the public health sector such as hospital.

#### **1.5.2 Practical Uses**

The results of this study are expected to provide appropriate suggestions considered on the object of research in improving employee performance through physical and non-physical work environments that are owned and become additional knowledge for the object of research.

## **1.6 Writing Structure**

This systematic is made to provide a general overview of research.

Systematics writing as follows:

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

In chapter I contains on overview of the object of research, background of research, formulation of the problems, the purpose of the study, the usefulness of research, and the systematic writing of the thesis.

### **b. Chapter II Review of Literature and Scope of Research**

In chapter II contains the literature review of research, previous research, thinking framework, research hypothesis, and scope of research.

### **c. Chapter III Research Methods**

In chapter III contains the types of research, operational variables, stages of research, population and samples, data collection, validity and reliability testing, and data analysis techniques.

### **d. Chapter IV Research results and Discussions**

This chapter describes the characteristic of respondents, the results of research and discussion of research.

### **e. Chapter V Conclusion and Suggestion**

This chapter describes the conclusions and suggestions regarding the results of research.