

The Effect of Workload and Compensation on the Performance of Medical Personnel in the IGD Room of Royal Prima Hospital Medan

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Abstract— Employee performance is very important in the company's efforts to achieve its goals. Many factors can affect the performance of this medical personnel, such as excessive workload, compensation received is not commensurate, dictatorial leadership style, work environment, and others. This study aims to analyze the Effect of Workload and Compensation on the Performance of Medical Personnel in the Emergency Room of Royal Prima Hospital Medan. The research approach used in this study is a quantitative research method. The population that will be used in this study is medical personnel in the emergency room of Royal Prima Hospital Medan which amounts to 70 people. The sample determination technique is a saturated sample. Data collection used questionnaires that had been tested for validity and reliability (Cronbach Alpha statistical test >0.70). Data analysis uses multiple regression analysis models, coefficient of determination (R^2), F test (simultaneous testing), and t-test (partial testing). Variable Workload, obtained t count (6,229) $>$ t table (1.66) and probability value (0.015) $<$ 0.05. Compensation Variable, obtained t-count (4,256) $>$ t-table (1.66) and probability value (0.009) $<$ 0.05. In conclusion, partially and simultaneously, the variables of workload and compensation have a significant effect on the Performance of Medical Personnel in the IGD Room of Royal Prima Hospital Medan.

Keywords—Workload, Compensation, Performance, Medical

I. INTRODUCTION

Performance is a real behavior that everyone displays as work achievements produced by employees by their role in the company (1); (2). Employee performance is a very important thing in the company's efforts to achieve its goals (3). If the employee's performance is good, likely, the performance of the company or organization is also good. An employee's performance will be good if he has high skills, is willing to work hard, is given a salary according to the agreement, and has hopes for a better future (4). Medical personnel who are one of the very important resources in a hospital organization are strongly required to have good performance (5). Moreover, the medical personnel who are in the front row, namely in the Emergency Installation (IGD) of a hospital. Many factors can affect the performance of such medical personnel, such as excessive workload, compensation received is not commensurate, dictatorial leadership style, work environment, and others (6). The workload is the average frequency of activity of each job in a certain period (7). Given that human labor is mental and physical, each has a different level of loading (8). Too high a load rate allows for excessive energy consumption.

A result of too heavy a workload or too weak physical abilities can result in a worker suffering from work disorders or diseases (9). Working environment conditions (heat, noise, dust, chemical substances) can result in additional loads on performance. These burdens alone or together can cause occupational disorders or diseases. Health problems in workers can be caused by factors related to or not related to work. Thus the health status of the worker is influenced not only by health hazards in the work environment but also by factors of occupational health services, work behavior, and other factors.

Compensation is all income in the form of money, direct or indirect goods that an employee receives in return, or services provided to the company (10). Compensation is also one of the most effective ways for the personnel department to improve work performance, motivation, and job satisfaction of employees (11); (12). A good system will be able to provide satisfaction for employees and allow companies to acquire, hire, and retain employees (13). Employee compensation is any form of payment or reward that is given to an employee and arises from their work and has two components: direct payments (in the form of wages, salaries, incentives, commissions, and bonuses), and indirect payments (in the form of financial benefits such as insurance and vacation money paid by the company) (14).

Based on the background description above, the author is interested in conducting a research entitled "The Effect of Workload and Compensation on the Performance of Medical Personnel in the Emergency Room of Royal Prima Hospital Medan".

II. LITERATURE REVIEW

The workload is the average frequency of activity of each job in a certain period (7). Considering that human labor is mental and physical, each has a different level of load. Workload measurement is defined as a technique for obtaining information about the efficiency and effectiveness of the work of an organizational unit, or position holders which is carried out systematically using job analysis techniques, workload analysis techniques, or other management techniques. Compensation is all income in the form of money, direct or indirect goods that an employee receives in return, or services provided to the company. Compensation is also one of the most effective ways for the personnel department to improve work performance, motivation, and job satisfaction of employees. A good system will be able to provide satisfaction for employees and allow companies to acquire, hire, and retain employees. Performance is a real behavior that everyone displays as work achievements produced by employees by their role in the company. Employee performance is a very important thing in the company's efforts to achieve its goals (15); (16).

III. RESEARCH METHODS

The research approach used in this study is a quantitative research method. The population that will be used in this study is medical personnel in the emergency room of Royal Prima Hospital Medan which amounts to 70 people. The sample determination technique is a saturated sample. Data collection using questionnaires that have been tested for validity and reliability (Cronbach Alpha statistical test > 0.70).

TABLE I. HASIL UJI RELIABILITAS INSTRUMEN VARIABLE

Variable	Cronbach's Alpha	No of Items	Keterangan
Variable Workload (X)	0.882	10	Reliabel
Variable Performance (Y)	0.821	8	Reliabel
Variable Compensation (Z)	0.865	10	Reliabel

Source: Research Results, 2022 (Data processed)

Data analysis using multiple regression analysis models, coefficient of determination (R^2), F test (simultaneous testing), and t test (partial testing).

IV. RESULTS AND DISCUSSION

TABLE II. ANALISIS STATISTIK DESKRIPTIF

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Workload	70	18.00	45.00	35.44	9.28
Compensation	70	14.00	36.00	23.11	8.33
Performance	70	19.00	42.00	33.34	7.56

Source: Research Results, 2022 (Data processed)

From Table 2, the results of the descriptive statistic analysis for Variable Workload (X), Compensation (Z), and Performance (Y) can be seen. In Table IV.1, it is known that the Variable Workload (X) with a sample of 70 respondents has an average of 35.55 minimum values of 18.00, and a maximum of 45.00 with a standard deviation of 9.28. Variable Compensation (Z) with a sample of 70 respondents had an average of 23.11, a minimum value of 14.00, and a maximum of 36.00 with a standard deviation of 8.33. Variable Performance (Y) with a sample of 70 respondents had an average of 33.34, a minimum value of 19.00, and a maximum of 42.00 with a standard deviation of 7.56.

Hypothesis testing used in the study is to use multiple linear regression analysis. The regression model used is as follows:

TABLE III. MULTIPLE LINEAR ANALYSIS

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	6.227	2.256		2.282	.026
Workload	.668	.097	.547	6.229	.000
	.602	.119	.350	4.256	.001

Source: Research Results, 2022 (Data processed)

The meaning of the multiple linear regression equation above is:

1. Constant of 6,227 states that if the workload and compensation are not there or constant, the performance of medical personnel in the IGD Room of Royal Prima Hospital Medan is 6,227 units.
2. Workload regression coefficient is 0.668 and has a positive value, this states that every increase in workload of 1 unit will improve the performance of medical personnel in the IGD Room of Royal Prima Hospital Medan
3. Compensation regression coefficient of 0.602 and positive value, this states that every increase in compensation of 1 unit will cause an increase in the performance of medical personnel in the Emergency Room of Royal Prima Hospital Medan.

TABLE IV. COEFFICIENT OF DETERMINATION TEST

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.836 ^a	.772	.772	4.32793

Source: Research Results, 2022 (Data processed)

The results of the Coefficient of Determination Test obtained an Adjusted R square value of 0.772 this means that 77.2% of the variation in the dependent Variables for the performance of Medical Personnel in the IGD Room of Royal Prima Medan Hospital which can be explained by the variation in independent Variables Workload and compensation of the remaining 22.8% (100%-77.2%) explained by other variables that were not studied in this study, such as commitment, communication and salary.

TABLE V. SIMULTANEOUS TEST (F TEST)

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	3567.445	2	1278.178	56.443	.008 ^b
Residual	2897.220	67	18.731		
	1918.487	67			

Source: Research Results, 2022 (Data processed)

The f-table value obtained from:

$df1 = k-1 = 3-1 = 2$, where k is: the sum of dependent and independent variables.

$df2 = n-k = 70-3 = 67$, where n is: the number of samples can be seen from the 59th row, the 2nd column. The fable according to table F is 3,13.

From the table above, it can be seen that the calculated F value is 56,443 with a probability of 0.008, because the probability is smaller than 0.05, then the regression model can be used to predict the performance of Medical Personnel. This can also be seen from the calculation $(56,443) > F_{table} (3.13)$, then H3 is accepted which means that variable workload and compensation affect the performance of medical personnel in the IGD room of Royal Prima Hospital Medan.

TABLE VI. PARTIAL TEST (T TEST)

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	6.201	2.756		2.282	.021
Workload	.664	.067	.522	6.229	.015
	.243	.70	.451	4.256	.009

Source: Research Results, 2022 (Data processed)

The value of t is determined to be significant 5% and the degree is free: $df = n-k$ (df = number of samples and k = number of variables overall) i.e. $df = 70-3 = 67$. The calculation test carried out is:

The two-way test then the t-table used is $t_{5\%}$ or $t_{0.05(67)} = 2.00100$. From the results of the t-test above, it can be concluded that for variable workload, obtained t count $(6,229) > t$ table (1.66) and probability value $(0.015) < 0.05$ then H1 is accepted means that there is an influence of workload on the performance of Medical Personnel in the IGD Room of Royal Prima Hospital Medan. Then for the Compensation Variable, obtained t count $(4,256) > t$ -table (1.66) and probability value $(0.009) < 0.05$, then H2 received means there is an effect of Compensation on the performance of Medical Personnel in the Emergency Room of Royal Prima Hospital.

The Effect of Workload on The Performance of Medical Personnel

The results of the research conducted by researchers prove that there is an influence of workload on the performance of medical personnel in the IGD Room of Royal Prima Hospital Medan. In line with the first hypothesis (H1). This can be seen from the results of the partial test (t-test) where the calculated value $> t_{table}$ $(6,229 > 1.66)$ and the significance value of $0.015 < 0.05$. So the results of the study rejected H0 and accepted Ha. The results of this study are supported by research by Maharani (2019), which states that the results of research and hypothesis tests show that high workloads will have an impact on low performance and result in increased work stress (7). Meanwhile, the results of Ahmad's research (2019), which stated that the workload (X2) of the calculated t test value was 1.119 with a probability (sig) of 0.268. Because the sig value $> 5\%$ $(0.268 > 0.05)$, the Workload Variable (X2) partially has no significant effect on the Employee Performance Variable (Y). Thus H3 which states there is a negative and significant influence of Variable Workload (X2) on Employee Performance (Y) is rejected (8).

There is a lot of workload, meeting needs, handling problems, and in the end it is a huge drain on energy, both physical and cognitive abilities. The condition of nurses who are stressed by the presence of an already heavy workload should not be added to other burdens outside of duties as a nurse. For example, the burden of guidance for practical students, the burden of organizational administrators, or other burdens that eventually get heavier, so that the stress level of nurses increases.

The Effect of Compensation on the Performance of Medical Personnel

The results of the research conducted by the researcher proved that there is an effect of compensation on the performance of Medical Personnel in the IGD Room of Royal Prima Hospital Medan. In line with the first hypothesis (H2). This can be seen from the results of the partial test (t-test) where the t-count value $> t$ -table $(4,256 > 1.66)$ and the significance value of $0.009 < 0.05$ so that the research results rejected H0 to receive Ha. The results of the study are in line with Rozali's

research (2020), which states that compensation has a positive and significant effect on employee performance, motivation does not affect employee performance at PT. Indonesian Railways Rantau Parapat branch. The result of the linear regression equation $Y = 20.989 + 0.011X_1 + 0.480X_2$, in the linear regression model obtained the value of the employee performance constant of 20.989, meaning that if the value of the variable is free the value is 0, then the variable is bound to a value of 20.989. The value of the entire coefficient of regression of the free Variable is positive, meaning the performance of PT. The Rantau Parapat branch of The Indonesian Railways can be influenced by motivation and compensation. (17). Every employee who works definitely wants compensation in the form of salaries and good work facilities. This is certain because humans work in order to make ends meet and move on with life. Therefore companies should pay attention to such compensation. By providing an appropriate salary or more certainly will greatly affect the performance of the employee (18).

For employees, compensation in real form such as basic compensation and Variable compensation is important, because with this compensation they can meet their needs directly, especially their physiological needs. However, of course, employees also hope that the compensation they receive is in accordance with their assessment of the sacrifices that have been given to their group and to the company. The employee also hopes that the compensation he receives is comparable to that given by the company to other employees, in his opinion the other employee has the same abilities and performance as himself (19).

V. CONCLUSION

Based on the results of the research and discussion that has been described in the previous chapter, the following conclusions can be drawn:

1. Partial testing of the results shows that the workload partially has a positive and significant effect on the performance of medical personnel in the IGD Room of Royal Prima Hospital Medan.
2. Partial testing of the results shows that compensation partially affects the positive and significant performance of medical personnel in the Emergency Room of Royal Prima Hospital Medan.
3. Simultaneous testing of results shows that workload and compensation simultaneously have a positive and significant effect on the performance of medical personnel in the Emergency Room of Royal Prima Hospital Medan.

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