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# PROCEEDINGS

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Technology, Education, Children and Health  
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# The Effect Of Training And Compensation On Health Workers Performance At dr. Soepraoen Hospital Malang

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**Abstract** This study aims to examine the effect of independent variables (training and compensation) on health performance in Kindergarten Hospitals. II dr. Soepraoen Malang. Data obtained from questionnaires and interviews. The sample in this study were 90 respondents who were taken using the saturated sample method. The data collection technique used was the questionnaire technique which was distributed directly to the respondents, in this case the health performance of the Kindergarten II Dr. Soepraoen Hospital, Malang. The data analysis technique used multiple linear regression analysis. This research uses reliability test techniques, validation and classical assumptions. The results of this study indicate that the independent variables (training and compensation) have a positive and significant effect on employee performance.

**Keywords** : Training, Compensation, Health Workers Performance.

## 1. Introduction

Human resource management to improve performance can be carried out in various ways, such as through education, training, providing proper compensation, providing motivation, and creating a good and conducive work environment.

Apart from compensation training, it is also important to be able to create a high work ethic and ultimately be able to optimize employee performance. Compensation is all income in the form of money, direct or indirect goods received by employees in return for services provided to the company (Hasibuan in Mondiani, 2012).

For this reason, companies need to implement effective compensation management, which aims to be able to obtain quality human resources, retain existing employees, ensure fairness, respect for desired behavior, control costs, follow legal rules, facilitate understanding, and improve administrative efficiency (Veithzal in Mondiani, 2012).

In general, humans work to get something in return for the work done. In companies this is often called compensation or remuneration. Compensation is important for attracting, maintaining, and retaining employees for the benefit of the company. According to Kadarisman (2014: 3) "The importance of compensation for employees, greatly affects their behavior and performance. To attract people to work for certain organizations / companies, to get employees to come and go home on time, to motivate employees to work harder, to be disciplined, and to develop their competence, the organization / company needs to reward employees who have sacrificed time, energy, abilities, and skills so that employees feel satisfied because their efforts are appreciated

According to Mangkunegara (2013: 67) performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him. Employee performance can be described as a process function of individual responses to the expected performance of the organization, which includes performance design, empowerment processes, and mentoring, as well as from the individual's side which includes skills, abilities and knowledge, performance is the result of a work and organizational process. The factors that affect performance are the factors of ability, compensation, and training. To achieve company goals, the company should have reliable employees who have good performance

RST. Tk. II Dr. Soepraoen Malang is a referral hospital in the KODAM V BRAWIJAYA and PPK II BPJS KES areas. RST. Dr. Soepraoen Malang accredited 12 services in 2012. Food delivery system in RST. Tk. II Dr. Soepraoen Malang applies a self-management system. Based on the results of the pre-research that has been conducted by the author, there is a field phenomenon that needs to be considered in the process of implementing, coaching, and improving employee performance at RST TK. Soepraoen, among others are: placement of employees who do not match their abilities and educational background. For example, there are employees who work in the administration and personnel division, even though they have educational backgrounds or disciplines that are not in accordance with these fields.

This irregularity in employee placement can have an impact on symptoms of a decline in employee performance. Furthermore, the limited number of technical and functional employees who handle electrical

technical problems has resulted in the slow handling of complaints or complaints about electricity to the public. Complaints that are slow to handle can have an impact on the image of PLN's performance which is still considered low in the eyes of the public.

Based on the description above, the authors are interested in conducting further research in the form of scientific papers entitled The Effect of Training and Compensation on Health Performance in Kindergarten Hospitals. II dr. Soepraoen Malang

## **2. Materials and Methods**

### **Training**

According to Hanggraeni (2012: 97) training (training) is education that helps jobs to carry out their current jobs ". According to Andrew E. Sikula in Mangkunegara (2013: .44) training (training) is a short-term educational process that uses a systematic and organized procedure where non-managerial employees learn technical knowledge and skills for limited purposes. Meanwhile, according to Kasmir (2016: 126) "Training is a process to shape and equip employees by increasing their skills, abilities, knowledge and behavior". From some of the opinions above, it can be concluded that training can be clearly separated, namely efforts to improve technical skills and knowledge for employees.

### **Training Indicators**

Training indicators according to Anwar PrabuMangkunegara (2012, p. 116), including:

1. Types of Training. Based on the analysis of training program needs that have been carried out, it is therefore necessary to conduct training to improve employee performance and work ethics for the lower and middle levels.
2. Training Objectives. The training objectives must be concrete and measurable, therefore the training that will be held aims to improve work skills so that participants are able to achieve maximum performance and increase participants' understanding of work ethics that must be applied.
3. Materials. Training materials can be in the form of management (management), drafting, work psychology, work communication, work discipline and ethics, work leadership and work reporting.
4. Methods Used. The training method used is a training method with participatory techniques, namely group discussions, conferences, simulations, role playing (demonstrations) and games, classroom exercises, tests, teamwork and study visits (comparative studies).
5. Qualification of Participants. Training participants are company employees who meet the requirements such as permanent employees and staff who receive a leadership recommendation.
6. Qualification of the Trainer. Instructors who will be used in providing training materials must meet the qualification requirements, including: have expertise related to the training material, are able to generate motivation and be able to use participatory methods.
7. Time (Number of Sessions). The number of training material sessions consisted of 67 material sessions and 3 sessions opening and closing job training. Thus the number of training sessions is 70 sessions or the equivalent of 52.2 hours. The more often officers receive training, the ability and skills of employees tend to increase.

### **Compensation**

Henry Simamora (2004: 442) defines: "Compensation includes financial rewards and tangible services and benefits received by employees as part of the employment relationship. Compensation is what employees receive in exchange for their contribution to the organization ". According to Sunyoto (2008: 89) in Subheki (2012: 68) the term compensation is often used interchangeably with the administration of salaries and wages. Compensation is a broader concept. Compensation is defined as all forms of financial returns or returns, tangible services, and goals obtained by employees as a form of an employment relationship.

From these definitions, it can be concluded that compensation is income in the form of money, direct goods, or indirectly received in return for services provided by the company to employees as a substitute for contributions and employment relationships for the use of its labor.

### **Compensation Indicator**

Dimensions and indicators of compensation according to Rivai, Veithzal (2006), there are two groups of compensation indicators, namely direct and indirect compensation:

#### **1. Salary**

Salary is remuneration in the form of money received by an employee as a consequence of his / her position as a person who contributes energy and thoughts in achieving company goals or can be said to be the payment that someone receives from their members in a company.

#### **2. Bonuses**

A bonus is a lump sum payment given as remuneration that has been implemented if it meets the target. A bonus is also an additional compensation given to someone whose value is above their normal salary

#### **3. Awards**

Awards or rewards are non-financial rewards that are obtained when someone works well.

## Health Worker Performance

Performance is a condition that must be known and confirmed to certain parties to determine the level of achievement of an agency's results related to the vision carried by an organization or company and to know the positive and negative impacts of an operational policy. Performance is the work performance or work result (output) both in quality and quantity achieved by the time period of unity in carrying out its work duties in accordance with the responsibilities assigned to it".

Thus it can be concluded that the performance of health workers is about doing work with the results achieved from the work, about what is done and how to do it "

## Health Worker Performance Indicators

According to Kasmir (2016: 208-210), there are six indicators used to measure employee performance, namely:

### 1. Quality (quality)

Quality is a level where the process or result of completing an activity approaches the point of perfection. The more perfect a product is, the better the performance, and vice versa, if the quality of the work produced is low, the performance is also low.

### 2. Quantity (amount)

To measure performance can also be done by looking at the quantity (amount) produced by a person.

### 3. Time (period)

For certain types of work, a time limit is given to complete the job. This means that there are minimum and maximum time limits that must be met.

### 4. Cooperation between employees

Performance is often associated with cooperation between employees and between leaders. This relationship is often referred to as a relationship between individuals. In this relationship, it is measured whether an employee is able to develop feelings of mutual respect, goodwill and cooperation between one employee and another.

### 5. Emphasis on costs

Costs incurred for each company activity have been budgeted before the activity is carried out. This means that the cost that has been budgeted is a reference so that it does not exceed what has been budgeted.

### 6. Supervision

By supervising employees will feel more responsible for their work and if there is a deviation it will make it easier to make corrections and make repairs as soon as possible

## 3. Research Methodology

This study uses a quantitative approach. This research is associative. The research was conducted with the aim of knowing the relationship of the 3 variables. Associative research is research with the highest level compared to descriptive and comparative research. With associative research, a theory can be built that functions to explain, predict, and control a symptom or phenomenon (Marzuki, 2000). The population in this study were hospital health workers. DR. Soepraoen Malang with a total of 90 people. Because the population is less than 90 people, the sample in this study was 90 people. The collection techniques in this study used interviews, questionnaires, and observations. While the research instrument is using a Likert scale.

Data analysis using multiple linear regression

## 4. Conclusion

### Result Validity test

Item validity is the accuracy to measure what should be measured through items, so that the validity of an instrument is strongly influenced or depends on the validity possessed by each question that builds a questionnaire or research instrument. A tool to measure validity is Pearson's Product Moment Correlation. An indicator is said to be valid, if  $n = 30$  and  $\alpha = 0.05$ , then  $r_{table} = 0.296$ .

Table 1 Validity Test

Variable	r-count	r-table	Description
Training	0.345-0.865	0.296	Valid
Compensation	0.545-0.865	0.296	Valid
Work performance	0.643-0.835	0.296	Valid

Based on the output validity test results of the training, compensation, and work performance instruments are declared valid because all values of the Corrected Item-Total Correlation (r-count) are greater than r-table (0.296).

### Reliability Test

Reliability testing is the process of testing the question items in a questionnaire, whether the contents of the question items are reliable so that they can measure the factors. Furthermore, the reliability coefficient obtained is compared with an alpha of at least 0.60. If the reliability coefficient is  $\geq$  alpha (0.60) then the question being asked is reliable and the reliability coefficient is  $\leq$  alpha (0.60) then the question being asked is not reliable.

**Table 2 Reliability Test**

Variable	Alpha Cronbach	Standart alpha	Description
Training	0.834	0.60	Reliable
Compensation	0.943	0.60	Reliable
Work performance	0.864	0.60	Reliable

According to the data above, it can be concluded that the administrative modernization instrument, tax administration services, and tax compliance are declared reliable because they have a Cronbach alpha value above 0.60.

### Descriptive Analysis

The following is a description of the respondents' answers based on the respondents' answers to the questionnaire related to the research variables. Descriptive analysis can also describe the value and category of each variable. The general description of these variables can be seen as follows.

**Table 3 Description of Variable**

Variable	Average	Category
Training	3.86	High
Compensation	4.23	Very High
Work performance	4.29	Very High

### Normality test

The normality test aims to test whether the variables are normally distributed in the research model. The data normality test in this study used the One-Sample Kolmogorov Smirnov test. The data is said to be normally distributed if the residuals are normally distributed, which has a Sig Z value  $>$  0.05.

**Table 4 Normality Test**

Variable	Sig Z	Description
Training	0.265	Normal
Compensation	0.394	Normal
Work performance	0.484	Normal

Based on the Kolmogorov-Smirnov Z test, it is known that the sig Z value of the Training variable is 0.265, the Z sig Z value of the compensation variable is 0.394, and the Work performance variable sig Z value is 0.484. Thus it can be concluded that H0 is accepted and H1 is rejected, so it can be concluded that the residuals on all variables are normally distributed because they have a sig value > 0.05.

### Multicollinearity Test

The results of the multicollinearity assumption test aim to show that the independent variables are not interrelated. This can be seen from the correlation matrix between the independent variables in the following table:

**Table 5 Multicollinearity Test**

Variable	Tolerance	VIF	Description
Training	0.535	4.533	Normal
Compensation	0.434	5.525	Normal

Multicollinearity test results can be seen by looking at the VIF and the tolerance value obtained. If the tolerance value is greater than 0.10 and the VIF value is smaller than 10, it can be concluded that there is no multicollinearity. From the test results it is known that all VIF values in the Training (4.533) and compensation (0.434) variables are smaller than 10 and the tolerance value is greater than 0.10, so it can be concluded that there is no multicollinearity between the independent variables.

### Regression Test

Multiple linear regression analysis is intended to determine the effect or relationship of the independent variable training and compensation to the dependent variable work performance.

**Table 6 Regression Test**

Variable	Beta	t-count	P-Value	Description
Training	0.293	2.564	0.026	Positive Significance
Compensation	0.534	5.746	0.000	Positive Significance

- a. Training variable regression coefficient (X1) of 0.293; This means that if the other independent variables are fixed in value and the Training variable has increased by 1 unit, then the work performance (Y) will increase by 0.293 because the coefficient value is positive. Furthermore, the significance value is 0.026 < 0.05, it can be concluded that there is a positive and significant effect of training on work performance.
- b. The regression coefficient for the compensation variable (X1) is 0.534; This means that if other independent variables have a fixed value and the compensation variable has increased by 1 unit, then work performance (Y) will increase by 0.534 because the coefficient value is positive. Furthermore, the significance value of 0.000 < 0.05, it can be concluded that there is a positive and significant effect of compensation on work performance.

### F Test and Determination Test

The F statistical test basically shows if all the independent or free variables included in the model have the accuracy of the model on the dependent or dependent variable.

**Table 7 F Test and Determination Test**

Model	F-count	Sig.	Description
Regression	66.746	0.000	Significant

Coefficient of Determination	0.721	72.1%	
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Based on the results of the F statistical test, the statistical value of f calculated is 66,746 and a significance value of 0,000 where this result is greater than F table (2.74) at n of 100 so that Ho is rejected, which can be concluded that there is a positive and significant effect of 72.1% Training and compensation for work performance.

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