

The Effect of Compensation and Workload on the Performance of Non-Medical Employees at Siti Aisyah Regional General Hospital Lubuklinggau

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Abstract

This research was conducted at the Regional General Hospital (RSUD) Siti Aisyah, Lubuklinggau City. Compensation, the amount of compensation received by employees is still lacking due to the workload in the hospital environment which is at risk due to the Covid-19 pandemic. As for the results of the study, the tcount value was 4.984 and the t table was 1.662. Thus, it can be seen that if the criteria match the t count > t table, then Ho is rejected and Ha is accepted, which means that there is an influence of compensation on the performance of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City. The influence of workload on the performance of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City, the tcount is 16.825 and the ttable is 1.662 so it can be seen that if the criteria are in accordance with t count > t table then Ho is rejected and Ha is accepted, which this means that there is an influence of compensation on the performance of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City. The effect of compensation and workload on the performance of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City. Obtained F count value of 155,403 and F table of 3.10. This shows that F count > F table and also a sig of 0.000 < 0.05 so it can be seen that the effect is significant. So thus, it can be concluded that Ho is rejected and Ha is accepted. This means that there is a significant effect of compensation and workload on the performance of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City.

Keywords: compensation, workload, non-medical, employee performance.

1. Introduction

The Government Hospital in Lubuklinggau City, namely the Siti Aisyah Regional Hospital (RSUD) Lubuklinggau City which provides services for residents of Lubuklinggau city and its surroundings, which helps the operations of the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City, the results of initial observations conducted by research related to the variable ie. Compensation is known that the amount of compensation received by employees is still lacking due to the workload in the hospital environment which is at risk due to the Covid 19 pandemic, payment of compensation is delayed due to the provision of funds from the BPJS which is not yet available so that claims made by the hospital are not immediately fulfilled but instead must wait for the funds to be available, apart from that compensation from the Lubuklinggau City Government there are also obstacles in payment because payments are adjusted according to submissions to BPKAD due to SPM (Application for Payment) which is only valid for 3 (three) days if the official concerned is not present then it is required to make re-submission and the level of compensation received is based on position class not based

on employee workload.

The workload from the observations of researchers can be seen that the workload is high in the hospital environment, employees feel the time to complete the work set is still lacking to achieve the target of completing work and filling out the E-RK which requires making detailed work every day in detail with the time of completion. Initial analysis of employee performance shows that employees are still not able to be effective at work because employees feel that no one is supervising employees at work so they are not too thorough at work, employees also do not strive to be efficient at work because the leadership does not provide an overview of what must be achieved in every job, and there are also employees who have not been able to use time efficiently, if the work is done in a long way so that the work piles up.

2. Literature Review

According to Enny (2019) compensation can be defined as a form of reciprocity given to employees as an appreciation for their contribution and work to the organization. The compensation can be in the form of direct or indirect financial, and the award can also be indirect. According to Akbar, et al., (2021) compensation is all forms of financial returns and benefits obtained by employees as part of an employment relationship. Furthermore, according to Sutrisno (2017) "compensation is one of the important functions in human resource management (HRM)".

Compensation has a measurement in its provision. Indicators in providing compensation by organizations for employees are certainly different. According to Edison, et al., (2017) compensation indicators are divided into two, namely: normative compensation, policy compensation. Normative compensation is the minimum compensation that must be received, which consists of salaries or wages and fixed benefits such as health benefits and holiday or religious benefits. Policy compensation is compensation based on special policies and considerations, such as professional allowances, meal allowances, transportation allowances, bonuses, leave money, production services, and vacations.

According to Rohman & Ichsan (2021) workload is a set or a number of activities that must be completed by an organizational unit or position holder within a certain period of time. Providing workload to employees must be balanced with the competencies and abilities of the employees themselves, otherwise it will sooner or later cause problems that can interfere with the employee's future performance. According to Fransiska & Tupti (2020) Workload is a process or activity that is too much and can cause tension in a person. This can lead to a decrease in employee performance caused by a level of expertise that is demanded too high, too high a speed, too much work volume and so on. Workload intensity that is too great can create work stress, on the other hand, workload intensity that is too low can cause boredom or saturation.

Meanwhile, according to Rolos et al (2018) workload is the amount of work that must be carried by a position or organizational unit and is the product of work volume and time norms. If the worker's ability is higher than the job demands, boredom will appear and vice versa, if the worker's ability is lower than the job demands, excessive fatigue will appear. From the above definitions, it can be concluded that workload is an activity that includes physical, mental, and social activities that must be completed by a unit in the company within a certain period of time.

According to S. R. M. Koesomowidjojo (2017) there are several indicators used to determine how much workload an employee must complete, namely: working condition, use of working time, targets to be achieved. Working conditions. In this case, what is meant by working conditions is how far an employee understands his job well. For example, the extent of the employee's understanding and ability to master the machines used to achieve the targets that have been set. Use of working time. The use of the right time in accordance with the established SOP will certainly minimize the workload of employees. However, sometimes a company does not have a consistent SOP in implementing SOPs, it is not uncommon for the use of time applied to employees to tend to be narrower. Targets to be achieved. Indirectly, the work targets set by employees will affect the workload received by employees. the imbalance between the time to complete the work target and the volume of workload given, the greater the workload felt by employees.

3. Research Method

This research was conducted at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City with the address Jl. Lapter Silampari No. 20, Air Kuti, Lubuk Linggau Team. I, City of Lubuklinggau, South Sumatra 31626. Research design is a procedure and technique in research planning that is useful as a guide for developing strategies that produce research models or blueprints. There are three research designs that are most commonly used, namely types (Sujarweni, 2019): descriptive research, comparative and associative research. Descriptive Research. Descriptive research is conducted to determine the value of each variable, whether one variable or more is independent without making connections or comparisons with other variables. Comparative Research. Comparative research is a study that compares one variable with another variable or one variable with a standard. Associative Research. Associative research is research that aims to find out the artistic relationship between two or more variables. As for this study, researchers used an associative research design, where in this study researchers wanted to know the relationship between variables.

4. Findings and Discussions

The Kolmogrov Sminov test is used to test the "goodness of fit" between other sample distributions. This test compares a set of data in a sample against a normally distributed set of values with the same mean and standard deviation. In short, this test was conducted to find out the normal distribution of some data.

Tabel 1. One-Sample Kolmogorov-Smirnov Test

		Compensation	Workload	Non-Medical Employee Performance
N		86	86	86
Normal Parameters ^{a,b}	Mean	48.9302	37.1628	85.6860
	Std. Deviation	2.83587	2.31039	4.59478

Most Extreme Differences	Absolute	.138	.123	.113
	Positive	.083	.079	.084
	Negative	-.138	-.123	-.113
Kolmogorov-Smirnov Z		1.277	1.141	1.045
Asymp. Sig. (2-tailed)		.077	.148	.225

Test distribution is Normal.

To analyze it, you can see the line “Asymp, Sig. (2-tailed)” bottom line. If the significant value of each variable is more than >0.05 then the normality test can be fulfilled. Based on the results of the normality test, it shows that the significant value of the compensation variable is $0.077 > 0.05$, variable workload of $0.148 > 0.05$, non-medical employee performance variable of $0.225 > 0.05$, it can be concluded that the significant value is > 0.05 so that the data is declared normal, and the normality test is fulfilled normally. And the data is suitable for further analysis

The linearity test is intended to show that the averages obtained from the sample data group lie in straight lines. The linearity test aims to determine whether the two variables have a linear relationship or not significantly. This test is usually used as a prerequisite in correlation or linear regression analysis. Testing on SPSS using *Test for Linearity* with a significance level of 0.05. Two variables are said to have a linear relationship if the significance (*Linearity*) is less than 0.05. Linearity testing is carried out to find out whether the model being proven is a linear model or not. Its use and application in the context of this study is one of the statistical requirements that must be met in linear regression analysis or hypothesis testing.

Table 2. Linearity Classical Assumption Test Results

	Sum of Squares	df	Mean Square	F	Sig.
(Combined Between Weighted Linear d Group Kompensasi Term Deviations)	271.392	20	13.570	2.140	.011
	156.010	1	156.010	24.602	.000
	115.382	19	6.073	.958	.519
	412.189	65	6.341		
	683.581	85			
Within Groups Total (Combined)	366.039	20	18.302	13.568	.000

Between	Weighte	349.893	1	349.893	259.38	.000
Linear d					2	
Group						
Beban Kerja	Term	Deviatio	16.147	19	.850	.630
			87.682	65	1.349	
Within Groups	Total		453.721	85		

The results of the linearity test prove that the effect that occurs between the independent variable and the dependent variable is linear, the table above shows that the effect test is linear between compensation on non-medical employee performance and a Sig at Linearity of $0.519 > 0.05$. the effect test is linear between workload on the performance of non-medical employees with Sig at Linearity of $0.869 > 0.05$. If the significant value is greater than 0.05, it means that the relationship between the predictor and the dependent variable is linear, then both significant in the ANOVA table meet the linear requirements

The Effect of Compensation on the Performance of Non-Medical Employees at Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City. Simple linear regression analysis is a linear relationship between one independent variable (X) with the dependent variable (Y). This analysis is to determine the direction of the relationship between the independent variable and the dependent variable whether it is positive or negative and to predict the value of the dependent variable if the value of the independent variable increases or decreases. Data analysis in this study is to use the help of SPSS (Statistical product and service solution) for windows through data processing obtained from questionnaires with the Equation method. The correlation coefficient is a data analysis technique to determine the relationship between compensation and workload on the performance of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City. The results of data processing show that the value of R or Multiple R shows a correlation between the independent variable and the dependent variable of 0.478. This is due to simple linear regression. It can be seen that the independent variable is said to mean that the correlation between compensation on the performance of non-medical employees at Siti Aisyah Hospital, Lubuklinggai City is of 47.8%, and the remaining $(100-47.8) 52.2\%$ is influenced by other variables that are not included in the research variables, and if based on guidelines then it is included in the moderate category. Partial test (t test) was conducted to prove the hypothesis of how the effect of compensation and workload on the performance of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City. A data is said to have influence if $t_{count} > t_{table}$ this means that H_0 is rejected and H_a is accepted and vice versa if $t_{count} < t_{table}$ this means H_0 is accepted and H_a is rejected. The magnitude of the value is said to be significant if $t_{count} >$ this means that H_0 is rejected and H_a is accepted and preferably if $t_{count} < t_{table}$, H_0 is accepted and H_a is rejected. From the test results, the independents are included in the variable regression model, so it can be seen that to find out whether the compensation for the performance of Non-Medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City, a t_{count} value of 4.984 is obtained and a table value of 1.662 (table value $n = 86$) then it can be seen that

if the criteria are in accordance with $t_{count} > t_{table}$ then H_0 is rejected and H_a is accepted, which means that there is an influence of compensation on the performance of non-medical employees at Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City.

Effect of workload on the performance of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City. Simple linear regression analysis is a linear relationship between one independent variable (X) with the dependent variable (Y). This analysis is to determine the direction of the relationship between the independent variable and the dependent variable whether it is positive or negative and to predict the value of the dependent variable if the value of the independent variable increases or decreases. Data analysis in this study was to use the help of SPSS (*Statistical product and service solution*) for windows through data processing obtained from questionnaires using the General Equation Simple Linear Regression method. (RSUD) Siti Aisyah, Lubuklinggau City. The regression equation used is $Y = a + bX$, then the output equation can be $Y = 20,784 + 1,746X$, then the results of the SPSS output show that the competency coefficients of 1.746 are the regression *coefficients*, which means that if the agency increases the workload of the unit, it will increase the performance of non-medical employees is 1.746 and the *standard error* is 0.104 which is a deviation from the constants in the regression equation. The correlation coefficient is a data analysis technique to determine the relationship between compensation and workload on the performance of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City. The results of data processing show that the value of R or *Multiple R* shows a correlation between the independent variable and the dependent variable of 0.878. This is because simple linear regression can be seen that the independent variable is said to be a correlation between workload on the performance of non-medical employees at Siti Aisyah Hospital, Lubuklinggai City is 87.8%, and the remaining (100-87.8) 12.2% is influenced by other variables that are not included in the research variables, and if based on guidelines then it is included in the moderate category. Partial test (t test) was conducted to prove the hypothesis of how the effect of compensation and workload on the performance of non-medical employees at Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City. A data is said to have influence if $t_{count} > t_{table}$ this means that H_0 is rejected and H_a is accepted and vice versa if $t_{count} < t_{table}$ this means H_0 is accepted and H_a is rejected. The magnitude of the value is said to be significant if $t_{count} > t_{table}$ this means that H_0 is rejected and H_a is accepted and preferably if $t_{count} < t_{table}$, H_0 is accepted and H_a is rejected. From the test results, independent is included in the variable regression model, so it can be seen that to find out whether workload affects the performance of Non-Medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City, a count value of 16.825 is obtained and a t_{table} value of 1.662 (value t_{table} $n = 86$) then it can be seen that if the criteria are in accordance with $t_{count} > t_{table}$ then H_0 is rejected and H_a is accepted, which means that there is an effect of compensation on the performance of non-medical employees at Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City.

The effect of compensation and workload on the performance of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City. Multiple linear regression analysis is used by the researcher, if the researcher intends to predict the condition (up and down) of the dependent variable (criterion), if two or more independent

variables as predictor factors are manipulated (up and down in value). So multiple regression analysis will be carried out if the number of independent variables is at least 2 (two). The equation used to determine the effect of compensation and workload on the performance of non-medical employees at the Regional General Hospital (RSUD) Siti Aisyah, Lubuklinggau City. Based on the results of the calculation of the SPSS output, the value of $b_1 = 0.238$ $b_2 = 1.628$ and the value of $a = 13.520$ then a and b are arranged into a multiple linear regression equation $Y = a + b_1X_1 + b_2X_2$, so the regression equation is $Y = 13.520 + 0.238X_1 + 1.628X_2$. That means that the equation is that the value of the constant (a) is 13,520 this means that if there is no increase in the compensation channel variable and workload on the performance of non-medical employees it is 13,520, while the regression coefficient value (b_1) is 0.238 this means there is an increase in units the compensation variable will increase the performance of non-medical employees by 0.238 units. Then the value of the regression coefficient (b_2) of 1.628 means that every time there is an increase in one unit of workload variable it will increase employee performance by 1.628 units. The coefficient of determination is that this test was carried out to determine the relationship between compensation and workload on the performance of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City. From the calculation of the coefficient of determination above, it can be seen that the value of R^2 is 0.789, multiplied by 100% to get a value of 78.9%, meaning that the effect of compensation and workload on the performance of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City is 78.9% while the remaining (100-78.9) 21.1% is influenced by other variables such as those not included in the study. The F test is a test conducted to find out whether the hypothesis can be accepted or rejected, while the purpose of this test is to determine the effect of compensation and workload on the performance of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City. If $F_{hitung} > F_{tabel}$ then it is significant this means H_0 is rejected and H_a is accepted, whereas if $F_{hitung} < F_{tabel}$ then it is not significant it means H_a is rejected and H_0 is accepted. Significant rate α 0.05 (5%). The magnitude of the value is said to be significant if $F_{count} > F_{table}$, this means that H_0 is rejected H_a is accepted and vice versa $F_{count} < F_{table}$ means H_0 is accepted H_a is rejected. The value of F_{count} is 155,403 and F_{table} is 3.10. This shows that $F_{count} > F_{table}$ and also a sig of $0.000 < 0.05$ so it can be seen that the effect is significant. So thus, it can be concluded that H_0 is rejected and H_a is accepted. This means that there is a significant effect of compensation and workload on the performance of Non-Medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City.

5. Conclusion

Based on the results of research on distributing questionnaires and data processing using SPSS, it can be concluded that: Compensation for non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City, that with compensation it will encourage employees to work, the amount of compensation received is based on the position class of Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City employees, so that by the existence of compensation will increase the performance of employees of the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City. The correlation between compensation on the performance of non-medical employees at the

Siti Aisyah Hospital in Lubuklinggai City is 47.8%, the tcount is 4.984 and the ttable is 1.662, so it can be seen that if the criteria are in accordance with $t_{count} > t_{table}$ then H_0 is rejected and H_a is accepted. which means that there is an influence of the influence of compensation on the performance of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City. The workload of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City, is known according to the position class of employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City, because each employee has a workload that is not the same as the service department, the administration section, the financial section and the general section with different workloads that must be completed by employees of the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City. The correlation between workload on the performance of non-medical employees at Siti Aisyah Hospital in Lubuklinggai City is 87.8%, the tcount value is 16.825 and the ttable is 1.662 so it can be seen that if the criteria are in accordance with $t_{count} > t_{table}$ then H_0 is rejected and H_a is accepted, which means that there is an influence of compensation on the performance of non-medical employees at the Regional General Hospital (RSUD) Siti Aisyah, Lubuklinggau City. The performance of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City, employees at work are expected to know the goals at work, work standards, and employee competence at work, this study also finds out that compensation and workload can affect quality and results employee work at the Regional General Hospital (RSUD) Siti Aisyah, Lubuklinggau City. The correlation of compensation and workload on the performance of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City is 78.9%. The Fcount value is 155,403 and the Ftable is 3.10. This shows that $F_{count} > F_{table}$ and also a sig of $0.000 < 0.05$ so it can be seen that the effect is significant. So thus, it can be concluded that H_0 is rejected and H_a is accepted. This means that there is a significant effect of compensation and workload on the performance of non-medical employees at the Siti Aisyah Regional General Hospital (RSUD) Lubuklinggau City.

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