



The Correlation Among Job Satisfaction and the Performance of Health Quarantine Office Employees in Pekanbaru, Indonesia

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Abstract

Background: The current condition of the spread of global infectious diseases requires an institution to be more effective in managing employee human resources. The continuity of port health development carried out by the state can only be maintained if the quality of human resources receives serious attention from the government. Human resources are the most important driving factor of the organization's wheels, because employees play an active role in the organization as planners, actors and determinants of the realization of organizational goals.

Objective: To determine the correlation between job satisfaction and employee performance.

Method: Quantitative research with cross sectional design. The research sample amounted to 31 employee with the sample selection technique was saturated sampling. The research instrument used a questionnaire with a Likert scale. The instrument has been tested for validity and reliability. Data analysis used the T test.

Results: Employee performance has a good contribution, the ability to provide ideas and innovation in completing work. While the employee integrity indicator is in the low category. Overall, the average employee performance value shows variation in employee performance. For employee job satisfaction, the salary, compensation and promotion variables are in the good category. While the level of expertise and employee job elements are in the low category. The T test results were $2.385 > T \text{ table } (2.045)$.

Conclusion: There is a significant and positive relationship between job satisfaction and employee performance (0.508).

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Keywords: Global infectious diseases, Human resources, Employee performance

Introduction

Performance is a reflection of the level of success of implementing activities, programs and policies in achieving the goals of the organization's vision and mission as stated in the organization's strategic plan. Thus, employee performance is important for the organization and the employees themselves ^[1]. One of the factors that affect employee performance is the level of job satisfaction. Therefore, in order for employee performance to run effectively, a high level of job satisfaction is needed within the organization. This is because someone who works definitely needs good job satisfaction in doing their job. The phenomenon of low employee job satisfaction is one of the important factors that needs serious attention from the organization and it is very important for the organization to know the level of job satisfaction of its employees. Job satisfaction can affect workers and the organization itself, if employees are appreciated and satisfied with their work, this will be reflected in increased employee performance ^[2]. A reasonable assumption is that if people are satisfied with their jobs, this will be reflected in behaviors that are beneficial to the organization, namely higher performance, lower absenteeism and lower staff turnover ^[3].

The Pekanbaru Port Health Office as part of the administrative system formed by the Indonesian Government is required to realize a good governance atmosphere within the Ministry of Health of the Republic of Indonesia. The Pekanbaru Health Quarantine Center has an obligation to assist the Ministry of Health of the Republic of Indonesia in completing government duties in the field of efforts to prevent the entry or exit of diseases and/or health risk factors in the working areas of ports, airports, and land border crossings of the State through quarantine services. Therefore, employees are required to be able to provide the best performance in accordance with the function of the organization. Performance is how much employees contribute to the organization, including: quantity, quality, time period, presence at work, cooperative attitude, commitment, discipline, cooperation and coworkers.

Indicators of job satisfaction can be seen from salary factors, compensation, promotion and work elements. The author has an assumption that needs further proof that there is a relationship between job satisfaction and employee performance at the Pekanbaru Health Quarantine Center. The purpose of this study is to determine the relationship between Job Satisfaction and Employee Performance at the Health Quarantine Center.

Method

Quantitative research with cross-sectional design. The research sample consisted of 31 people with the sample selection technique being saturated sampling. The research instrument used a questionnaire with a Likert scale. The instrument has been tested for validity and reliability. Employee performance variables are contribution, ability to provide ideas, innovation in completing work. employee integrity. Employee job satisfaction variables, consisting of salary, compensation and promotion, skill level and job elements. The data collection technique used was by distributing a list of statements that must be filled in by respondents. The research period was conducted for 3 months (July-September 2024). Data analysis using the T test. Research permit number 05/UNIV-HTP/VII/2024/0158.

Results and Discussion

The total number of respondents was 31 people consisting of 10 men and 21 women. The majority of undergraduate education was 15 people (48.4%), Diploma was 9 people (29%), High School was 4 people (12.9%) and Masters was 3 people (9.7%). The majority of employees had worked > 10 years, amounting to 18 people (58.1%), length of service 1-2 years amounting to 8 people (25.8%), length of service 4-9 years amounting to 5 people (16.1%).

Table 1: Summary Result of Employee Job Satisfaction Variables

Indicator	Question		Average	% Score
Salary	1.	Salary received according to work	59	11,8
	2.	Fair wage system	60	12
	3.	The amount of benefits received is appropriate	62	12,4
Average			60,33	12,06
Job description	4.	Level of expertise and work experience possessed	53	10,6
	5.	The job content has satisfying elements	52	10,4
	6.	Satisfied with the results of his work responsibilities	55	11
Average			53,33	10,66
Work colleague	7.	Interaction with co-workers went well	52	10,4
	8.	Communication between co-workers is going well	54	10,8
	9.	Attitude of helping each other among colleagues	55	11
Average			53,66	10,73
Monitoring	10.	Provide assistance and support to subordinates properly	58	11,6
	11.	Superiors provide feedback to subordinates on their work.	58	11,6
	12.	Communication between superiors and subordinates is good	57	11,4
Average			57,66	11,53
Promotion	13.	Equal opportunity for promotion	60	12
	14.	Fairness and promotion policies are in place	60	12
	15.	Promotion motivates to develop and progress further	57	11,4
Average			59	11,8

Table 2: Summary Results of Employee Performance Variables

Indikator	Question		Average	% Score
Quality	1.	Minimize errors in work	68	13,6
	2.	Prioritize quality of work	68	13,6
	3.	Able to innovate in completing work	75	15
Average			70,33	14,06
Quantity	4.	Able to achieve the given target	68	13,6
	5.	Providing good income or contribution	87	17,4
	6.	Able to complete additional tasks	61	12,2
Average			72	14,4
Job Skills	7.	Able to complete additional tasks	61	12,2
	8.	Selalu menjalankan tugas mengikuti standar pelayanan	70	14
	9.	Mampu memberikan pelayanan publik dengan netral	61	12,2
Average			64	12,8
Integrity	10.	Have an honest nature and be in accordance with values, norms and ethics	58	11,6
	11.	Never abuse the authority	64	12,8

	12.	Dare to bear the risk of the actions taken	69	13,8
		Average	63,66	12,73
Commitment	13.	Always try to uphold the state ideology	61	12,2
	14.	Always try to uphold government plans in carrying out tasks	72	14,4
	15.	Always prioritize organizational interests over personal interests.	69	13,8
		Average	67,33	13,46
Discipline	16.	Comply with applicable laws and organizational regulations with a sense of responsibility	64	12,8
	17.	Always comply with working hour provisions	73	14,6
	18.	Able to store and maintain entrusted organizational property	61	12,2
		Average	66	13,2
Cooperation	19.	Completing tasks and working together with coworkers	61	12,2
	20.	Can provide ideas	76	15,2
	21.	Agile in task	75	15
		Average	66	13,2

1. Employee Job Satisfaction.

There are many factors that need attention in analyzing a person's job satisfaction. For example, the nature of a person's job has a certain impact on job satisfaction. Various studies have proven that if in a person's job they have the autonomy to act, there is variety, make an important contribution to the success of the organization and employees receive feedback on the results of the work they do, the person concerned will feel satisfied. The form of an appropriate introduction program and resulting in someone being accepted as a member of the work group and by the organization sincerely and honorably also generally results in a high level of job satisfaction [4, 5, 6].

Salary is a fundamental element in employee job satisfaction. When policymakers or managers implement performance-related pay to incentivize certain work behaviors, they must pay attention to design details, including maintaining transparency in performance appraisal criteria, clear performance feedback, and setting the proportion of performance-related pay based on health workers' preferences in a particular cultural setting [7]. Employees tend to have positive feelings about less volatile and less competitive pay methods. Even from a global perspective, feelings of job security are preferred by employees and are listed as a major contributor to job satisfaction, with security being one aspect in many satisfaction scales. Existing research has analyzed the relationship between performance-based pay proportions and health worker behavior and has found varying findings across different settings and heterogeneity in specific pay designs [8, 9].

Between rewards and performance targets, increasing health workers' awareness of their performance, and setting an appropriate proportion of performance-related rewards in total income are also related to primary health workers' satisfaction with the design of their payment methods. If policymakers or managers of primary health institutions use performance-related pay methods to incentive certain work behaviors, they should pay attention to several design details, including maintaining transparency in performance assessment criteria and reward levels for different performances, implementing performance feedback for each health worker, and setting the proportion of performance-related income based on health workers' preferences in a particular cultural setting, with the awareness that highly competitive payment systems may not be acceptable to all cultures and workplaces [10].

2. Employee Performance

The quality and quantity achieved by a person in carrying out

functions in accordance with the responsibilities given to him. Performance management is a process that aims to improve individual employee performance, work team performance, and then improve organizational performance [11]. The performance management process is carried out together between managers and employees. In carrying out tasks, each always needs direction and guidance, so that they can carry out tasks in accordance with the expected standards. To achieve these standards, employee performance is needed as a measuring tool for the success of task service [12].

Performance assessment can have a variety of approaches and focuses depending on the program and its context. Given that health is a complex entity and part of a health system, its assessment should ideally be based on data obtained from a mix of reliable sources. Assessment should focus not only on effectiveness (what works) but also on contextual factors and enablers (how, for whom, under what circumstances). Investment in performance assessment is essential to continuously innovate, improve, and refine programs at scale. Now is the time for a new effort in implementation research to strengthen a program [13].

We need to accelerate the development of viable public health platforms now (or better yet 20 years ago). Governments need to see that communities, and development partners, are central to this agenda. The bottom line is that programs need to invest in people, understand them, and support them. What workforce will perform well if management does not invest in Human Resources [14].

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Conclusion

There is a significant and positive correlation between job satisfaction and employee performance (0.508). Therefore, it is recommended to improve the implementation of a culture of integrity that is sustainable, consistency, communication, and real action is very important. A strong culture of integrity will strengthen the company's reputation, build trust, and improve the long-term performance of task assignments and provide training to improve employee skills regarding time management, priorities and productivity. For employees, it is recommended to increase initiative in working, which is something that grows from within themselves without being ordered by leaders, colleagues or other people, such as ideas or creations that provide benefits to the organization.

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