
Effect of Employee Performance on The Quality of Drug Delivery Services in XYZ Hospital Bandung

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ABSTRACT

This research aims to determine how significant the impact of employee performance is on the quality of drug delivery services; the sample and research are 100 patients at XYZ Hospital as respondents who responded to the questionnaire statement, after which quantitative and qualitative analyses were carried out. Information on equation testing shows that the T-count value is 6.239, while with = 5%, the T-table value is 1.987. It means T-count > T-table (6, 239 > 1.987). It means that the Employee Performance variable has an influence significant to the variable of Service Quality. The coefficient of determination (R^2) is 0.284. The influence of employee performance on service quality is 28.4%, and the remaining 71.6% is influenced by other variables not examined.

Keywords: Employee Performance, Service Quality, Covid19.

INTRODUCTION

Customer satisfaction is closely related to service quality. One of the qualities of service that we often feel is the quality of service in hospitals. Hospital is a health care institution whose services are provided by doctors, nurses, and other health experts. As the standard of living of the population increases, the demands of the population on health quality continue to increase. Improvements in lifestyle and living standards have provided an opportunity to explore various aspects of health services further, especially in the hospital area. It makes health service providers such as hospitals improve the quality of services for the better.

Patient satisfaction helps maintain long-term consumer behavior. The meaning of patient

satisfaction is the meeting between patient expectations with products and services and comparing the service performance experienced. According to (Ministry of Health, 2009) concerning Pharmaceutical Work, said that pharmaceutical service is a responsible and straightforward service to patients related to drugs and pharmaceutical medical devices in order to achieve definite results in order to improve the quality of life of patients and confirms that pharmacists carry out pharmaceutical work in pharmaceutical services.

Patient confidence consists of 2 things: confidence, where the patient believes that he can fulfill his needs at the hospital, and kindness, where the patient believes that the hospital has attention to the patient's health and has the will to improve the patient's health status. There are five

service quality measures: reliability, responsiveness, assurance, empathy, and Physical Evidence.

In line with the increasing standard of living of the community, XYZ Hospital Bandung is forced to improve the quality of its services. XYZ Hospital Bandung cooperates with various insurance companies and companies, including BPJS/JKN. One of the most visible services is the quality of pharmaceutical drug services. Pharmaceutical

services are one of the most severe problems faced by hospital management. In addition, a hospital is a place of reference from the public health center, so the hospital is required to have better services than the puskesmas. With the existence of a hospital, patients also have high expectations of the health services provided. From some of the existing data, there are data on drug collection for outpatients at Santosa Hospital Bandung Kopo as follows:

No	Month	Total Drug Taking	Percentage
1	JANUARY	3910	8.80
2	FEBRUARY	3256	(7.33)
3	MARCH	3725	8.38
4	APRIL	3683	(8.29)
5	MAY	3570	(8.03)
6	JUNE	3179	(7.15)
7	JULY	4005	9.01
8	AUGUST	3888	(8.75)
9	SEPTEMBER	3651	(8.22)
10	OCTOBER	4023	9.05
11	NOVEMBER	3706	(8.34)
12	DECEMBER	3847	8.66

Based on table 1 above shows that in February 2019, there were drug-taking transactions in the pharmacy department which decreased to 3256 with a percentage decrease of 1.4% from the previous month, then in March, there was an increase in the number of drug-taking to 3725 with a percentage increase of 1.0% from the previous month. Previously, then in April the number of taking drugs decreased to 3683 with a percentage decrease of 0.1% from the previous month, then in May the number of drug takings decreased to 3570 with a percentage decrease of 0.3% from the previous month, then in June the number of taking drugs drugs decreased to 3179 with a percentage decrease of 0.9% from the previous month, then in July the number of taking drugs increased to 4005 and the percentage increased by 1.9% from the previous month, then in August the number of taking drugs decreased to 3888 with a percentage decrease of

0.3% from the previous month, then in September the number of taking drugs experienced decreased to 3651 with a percentage decrease of 0.5% from the previous month, then in October the number of taking drugs increased to 4023 with a percentage increase of 0.8% from the previous month, then in November the number of taking drugs decreased to 3706 with a percentage decrease of 0.7% from the previous month and in December the number of taking drugs increased to 3847 with a percentage increase of 0.3% from the previous month.

LITERATURE REVIEW

A. Management

Marketing management is one form of activity to analyze, plan, implement and control the company's goals to gain long-term profits. According to (Tjiptono, 2011) Marketing management is a method which as a whole is a business activity that is prepared to formulate, determine prices, and distribute a product, service, and inspiration that can meet the needs of the target market so that the goals of the industry are achieved.

B. Employee performance

Performance is the result of a person's work in doing work by the responsibilities given to him. Employee, An employee does work that can create goods or services to meet someone's needs. (Hubeis & Mangkuprawira, 2007) said, employee performance results from a work process carried out by planning at the time and place of the officer and the company concerned. (Mathis & Jackson, 2006) said that performance is something that an officer does or does not do in doing his job. Performance indicators according to (Mathis & Jackson, 2006):

1. Quantity is calculated based on the employee's assumption with the number of assigned activities and their results
2. Quality is calculated based on the employee's perception of the quality of the work produced and the task's perfection on the employee's expertise and skills.
3. Timeliness is calculated based on the employee's assumption of an activity completed from the beginning of time to become output.
4. Effectiveness is the optimal use of resources and time available in the organization to increase profits and reduce losses.

C. Service quality

Service quality is the hospital's ability to provide services that impact patient satisfaction according to the expected needs and desires. According to (Supranto, 2001) service quality is a word for service providers that must be done well.

Service quality indicators are divided into 5 (Lupiyoadi, 2001):

1. Physical evidence is the ability of an institution to show its existence to outsiders.
2. Reliability is the institution's ability to provide services as promised, accurately, and reliably.
3. Responsiveness is the desire to provide assistance and provide fast (responsive) and appropriate service to customers, delivering accurate data.
4. Assurance is the knowledge, courtesy, and expertise of company officers to increase consumer confidence in the company.
5. Empathy is giving genuine and individual attention to the customer by understanding the customer's wishes.

METHOD

The method used in this research is the quantitative method. Questionnaires can be made in conventional form (print) or online form (Google form).

RESULT and DISCUSSION

The results of the study were obtained from various variables, starting with the respondent's exposure and the exposure of each variable used by the object of research, namely:

1. Employee Performance Variables consist of quantity, quality, timeliness, effectiveness.
2. Service Quality Variables consist of physical evidence, reliability, responsiveness, assurance, empathy.

Respondent Description

This study distributed 100 questionnaires to patients at XYZ Hospital Bandung. With 33 male genders and 67 female genders. The average respondent has a senior high school education and works in a private company. The questionnaire consists of 2 parts: responses about employee performance and the quality of drug delivery services at the Pharmacy Installation of XYZ Hospital Bandung.

Description of Research Variables

Respondents' Responses to Employee Performance at XYZ Hospital Bandung

In order to determine the patient's response to employee performance, the researcher processed questionnaire data from 11

questionnaires which were answered by 100 patients with answers Very Good (SB), Good (B), Less Good (KB), Not Good (TB), Very Bad (STB). Furthermore, the results of respondents' answers are added up into a score and percentage value as shown in table 1.2 below:

Tabel 2. Against Indicators of Employee Performance

No	Statement	SB	B	KB	TB	STB	Total Score	%	Value Criteria
Quantity									
1	Break time more than 30 minutes	15	43	22	17	3	350	70	Well
2	Patients are satisfied with the services provided	36	44	19	1		414	82.8	Well
Quality									
3	Educational background is appropriate	30	64	5	1		423	84.6	Very good
4	Officers can communicate well	35	58	7			428	85.6	Very good
5	Officers work exactly at 08.00	26	58	15	1		409	81.8	Well
Punctuality									
6	Medication is taken on the same day	18	49	14	18	1	365	73	Well
7	Taking drugs to delivery of drugs for prescriptions >3: 30 minutes, concoction 60 minutes	12	56	21	10	1	364	72.8	Well
8	Medication was taken another day for fear of covid19	18	50	24	8		378	75.6	Well
Effectiveness									
9	Number of employees with the inappropriate workload	17	30	29	21	3	337	67.4	Enough
10	Taking medicine is not according to the queue	28	55	10	7		411	82.2	Well
11	State-of-the-art equipment and facilities	26	51	22		1	401	80.2	Well
Total score							4280		
% Expectancy Score							77.8%		
Value criteria							Well		

Source: Data processed by the author, 2021

Table 3. Recapitulation of Respondents' Responses to Indicators of Service Quality

No	Indicator	SS	S	N	TS	STS	Total Score	%	Value Criteria
Physical Evidence (Tangible)									
1	Spacious medicine waiting room	47	46	5	2		438	87.6	Strongly agree
2	Completeness of medicine	34	48	13	4	1	410	81.8	Agree
3	The appearance of the officer is neat and polite	43	55	2			441	88.2	Strongly agree
Reliability (Reliability)									
4	Officers can serve the patient's drug needs	36	60	3	1		431	86.2	Strongly agree
5	Ease of administration to redeem recipes	34	60	5	1		427	85.4	Strongly agree
Responsiveness (Responsiveness)									
6	Officers provide detailed drug information	43	54	3			440	88	Strongly agree
7	Officers respond swiftly in dealing with patient complaints	41	53	6			435	87	Strongly agree
Guarantee (Assurance)									
8	The officer is responsible if there is an error in the drug service	37	51	10	2		423	84.6	Strongly agree
9	Pharmacists can answer all questions asked by patients	40	51	9			431	86.2	Strongly agree
10	Pharmacists can maintain the confidentiality of patient treatment information	37	60	3			434	86.8	Strongly agree
Empathy (Empathy)									
11	Officers are very caring and prioritize interests	40	55	5			435	87	Strongly agree
12	Officers pay attention to compliance with drug use	40	58	2			438	87.6	Strongly agree
Total score							5183		
% Expectancy Score							86.38%		
Value criteria							Strongly agree		

Source: Data processed by the author, 2021

Test the Validity and Reliability of Research Instruments

1. Employee Performance Validity Test

Of the 11 statements distributed by the Employee Performance variable to the patient as a sample, until the data processing results of the

employee performance variable are shown, the correlation coefficient is more than 0.1966. the correlation coefficient value is 0.558, and the lowest statement is statement number 1 with a correlation coefficient of 0.217, the questionnaire used is considered feasible to be processed as research data.

2. Test Service Quality Validity

Of the 12 statements distributed by the Service Quality variable to the patient as a sample, until the data processing results of the Service Quality variable are shown, the correlation coefficient is more than 0.1966. the correlation coefficient value is 0.818, and the lowest statement is statement number 8 with a correlation coefficient of 0.521, the questionnaire used is considered feasible to be processed as research data.

3. Reliable Test Employee Performance Instruments

From 11 questionnaires on Employee Performance which were distributed to patients as samples, the data were processed with the SPSS ver 21 program so that the value of the Employee Performance variable was above 0.6. That is at 0.662 so that when compared to all statements, it can be said to be reliable; therefore, the questionnaire used is considered feasible to be distributed to patients as respondents, and the

data obtained can be processed as research data.

4. Reliability Test Service Quality Instrument

Of the 12 questionnaires on Service Quality distributed to patients as samples, the data were processed with the SPSS ver 21 program so that the value of the Service Quality variable was above 0.6. That is at 0.928 so that when compared to all statements, it can be said to be reliable; therefore, the questionnaire used is considered feasible to be distributed to patients as respondents, and the data obtained can be processed as research data.

Classic assumption test

1. Normality test

Based on the output of data analysis with the help of SPSS ver21, it is known that the significance is more significant than 0.05 ($0.136 > 0.005$), so the residual value can be said to be normally distributed.

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
service quality * employee performance	Between Groups	(Combined linearity Deviation from Linearity)	1238,009	19	65.158	2.873	.001
			867,561	1	867,561	38,259	.000
			370,448	18	20,580	.908	.572
Within Groups			1814,101	80	22.676		
Total			3052.110	99			

From the above data processing, the deviation from linearity Sig value is obtained, namely $0.572 > 0.05$ (0.572 greater than 0.05), so it can be said that there is a significant linear

relationship between the Employee Performance variable (X) and the Service Quality variable (Y).

Hypothesis testing

1. Simple Linear Regression Analysis

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	22,689	4.695		4.833	.000
	EMPLOYEE PERFORMANCE	.680	.109	.533	6.239	.000

The result of processing the information above is that if the employee's performance is carried out correctly, the quality of service will increase by 0.680. On the contrary, if the employee's performance is not performed correctly, the quality of service will decrease by 0.680 one unit. Next, in order to identify the bond and the impact of employee performance on the quality of drug delivery services, it can be seen from the correlation coefficient (r), which shows the bond between the independent variable and the dependent variable: the higher the correlation coefficient value, the tighter the bond between the independent and dependent variables. Based on the results of the data above, the significance value (Sig.) is $0.000 < \text{probability } 0.05$, so it can be said that H_0 is rejected and H_a is accepted, it can be interpreted that there is an effect of

Employee Performance (X) on Service Quality (Y).

2. T Uji test

The results above show that the t value of the Employee Performance variable (X) is 6.239. The real value, according to the table with a significance level of 5%. The significance value is $0.000 < \text{from } 0.05$, so that it can be said that H_0 is rejected and H_a is accepted, which means that employee performance has a partially significant effect on service quality. The value of t-count is positive, which means it has a positive effect, meaning that the higher the employee's performance, the higher the quality of drug delivery services at XYZ Hospital Bandung.

3. Coefficient of Determination Test

Model Summary^b

R Square	Adjusted R Square	Std. The error of the Estimate
.284	.277	4.721

a. Predictors: (Constant), EMPLOYEE PERFORMANCE

b. Dependent Variable: QUALITY OF SERVICE

From the output of SPSS Ver. 21, the coefficient of determination (R Square) is 0.284. It means that employee performance influences the quality of drug delivery services, which is 28.4%, while 71.6% of service quality is influenced by other variables not examined.

CONCLUSION

Based on the results of the research data and discussion above, various conclusions can be obtained. The conclusions are as follows:

a. Respondents' responses to the performance of XYZ Hospital Bandung employees were considered good with a score of 77,8%. It is due to the respondent's response to the quantity dimension is good with a score of 76.4%, the quality dimension is very good with a score of 84%, the punctuality dimension is good with a score of 73.8%, the effectiveness dimension is good with a score of 73.8%. The quantity was considered reasonable because the pharmacy staff took

a break of no more than 30 minutes to avoid queuing for outpatient services and patients were satisfied with all the services provided by pharmacy employees. The quality is considered good because the educational background of the officers is considered very good, the skills possessed by the officers to communicate explaining drugs to patients are excellent, and the discipline of officers to come to work on time is also considered exemplary. Punctuality is considered good because taking the drug on the same day is considered good, providing prescription services until the delivery of drugs is considered good, and taking drugs on other days is also considered reasonable by patients. Taking medicine on another day is done because of the fear of covid19. Effectiveness is considered good because the workload with the number of pharmacists is considered sufficient, and the delivery of drugs according to the queue is also considered exemplary.

b. Respondents' response to the service quality of XYZ Hospital Bandung is considered very good with a score of 86,38%. It is because respondents' responses to the dimensions of physical evidence are very good with a score of 85.87%, the reliability dimension is very good with a score of 85.8%, the responsiveness dimension is very good with a score of 87.5%, the assurance dimension is very good with a score of 85.86 %, the empathy dimension is very good with a score of 87.3%. The physical evidence was considered very good because the waiting room for taking drugs was considered very good, the completeness of the drugs was considered good, and the pharmacy staff's appearance was considered very good. Reliability is considered very good because the pharmacist can serve the patient's drug needs is considered very good, the ease of administration in redeeming prescriptions from doctors is considered very good. Responsiveness is considered very good because officers can provide detailed information to patients is considered very good; pharmacists who can respond swiftly in dealing with patient complaints are considered very good. The guarantee is considered very good because the pharmacist can be responsible if there is an error in the patient's drug service is considered very good; the pharmacist can answer all questions asked by the patient is considered very good. The pharmacist can maintain the confidentiality of the patient's treatment information is considered very good. Empathy is considered very good

because pharmacists are very concerned and prioritize the interests of patients are considered very good; pharmacists' pay attention to patient drug use compliance is considered very good. Pharmacists who can answer all questions asked by patients are considered very well, and pharmacists who can maintain the confidentiality of patient treatment information are considered very good. Empathy is considered very good because pharmacists are very concerned and prioritize the interests of patients are considered very good; pharmacists' pay attention to compliance with patient drug use is considered very good. Pharmacists who can answer all questions asked by patients are considered very well, and pharmacists who can maintain the confidentiality of patient treatment information are considered very good. Empathy is considered very good because pharmacists are very concerned and prioritize the interests of patients are considered very good; pharmacists' pay attention to compliance with patient drug use is considered very good.

c. Employee performance has a significant and significant effect on Service Quality. This significant influence means getting better and increasing employee performance so that the quality of service will continue to increase. On the other hand, the lower the employee's performance, the lower the service quality.

d. The influence of employee performance on service quality of drug administration in XYZ Hospital is 28.4%, while 71.6% of service quality is influenced by other variables not examined.

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