The analysis of human resource quality in improving employees performance: An analysis of external and internal environment

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Abstract. Considering the importance of the elements of Human Resources in the growth and development of the organization because there are talents, creativity, desires and work activities. Therefore, Human Resources or workers must get special attention from the organization so that if the workforce feels comfortable working, the spirit of work will increase, it results in increased performance and the end, the organization's goals for obtaining results and profits will be achieved. So, the management of Human Resources (HR) in an organization can work efficiently. Education, skills, and leadership play an important role in being able to influence and move employees to achieve organizational goals effectively and efficiently. This study aimed to determine and analyze the influence of the quality of human resources in improving employee performance at Sawerigading Palopo hospital. This research used a quantitative approach with multiple linear regression analysis tools. The results of this study indicated that the quality of human resources has not been able to describe the working conditions of employees.

1. Introduction
An agency that wants to carry out its duties and functions well will try to change its employees so that they have good quality and performance, making their employees more productive in carrying out their duties and responsibilities. To obtain employees that are in accordance with what is expected, it is necessary to have an employee development strategy.

The quality of human resources is an important inventory for the organization, considering the importance of the elements of Human Resources in the growth and development of the organization because there are talents, creativity, desires and work activities. Therefore, human resources or workers must get special attention from the organization so that if the workforce feels comfortable working then the morale of the work will increase, it results in increased performance and the end, the organization's goals for obtaining results and profits will be achieved. The quality of human resources is concerned with the quality of human resources, abilities, both physical and non-physical abilities [1,2].
The hospital is a service organization, where the products produced are intangible and come from the service provider which in this case is the officer or we call HR. HR is an important element in both production and service delivery. HR is a part of which service organizations create added value and gain competitive advantage. The resources of other tools and infrastructure are possible to replicate and also belong to other hospitals, but not with HR. Speaking about HR issues is, of course, related to competence. Competence is generally defined as a combination of knowledge, skills and attitudes or attitudes of an employee so that he can carry out his work. Some experts claim that knowledge and skills are hard competencies while attitudes and behaviors are soft competencies. Assessing the quality of human resources must have clear indicators, because this is a very important thing to do, because, the quality of the population is one of the indicators of monitoring the quality of life of residents in a country. In the analysis of this paper, the more emphasized indicator is on several dominant factors in assessing and showing the quality of human resources including among them the level of education, health level, level of income per capita. Health is a condition where a person when examined by experts has no complaints or there are signs of a disease or genitals. Furthermore, education is an attempt made consciously and deliberately to change human behavior both individually and in groups to mature humans through teaching and training [3–5]. Thus the purpose of this study was to determine the impact of the quality of human resources in improving employee performance at Sawerigading Palopo hospitals.

2. Methodology
This research was conducted at Sawerigading Hospital Palopowhis located in To’Bulung Village, Bara District, Palopo City. The analytical method used was the multiple linear regression method Gitosudarmo (2001), by the following formula:

\[ Y = b_0 + b_1X_1 + b_2X_2 + b_3X_3 + e. \]

Explanation:
\( Y \) = Employee Performance  
\( X_1 \) = Education  
\( X_2 \) = Health  
\( X_3 \) = Income  
\( e \) = Error term 
\( b_0, b_1, b_2, b_3 \) = Searched Variable

3. Results and discussion

3.1. Results
Analysis based on the hypothesis set in the previous chapter, it is suspected that by improving the quality of human resources through the variables of education, health and income have a positive effect on improving employee performance in hospitals. Sawerigading Palopo. To be able to prove this hypothesis, the researchers distributed questionnaires to respondents and the results of the respondents’ answers were then processed using multiple linear regression analysis tools through the help of computer applications statistical SPSS 17. The processed SPSS results are presented through the following table 1.

| Table 1. Coefficient | employee performance |
|----------------------|----------------------|
| **Model** | **Unstandardized Coefficients** | **Standardized Coefficients** |
| | B | Std. Error | Beta | T | Sig. |
| 1 | (Constant) | 1.074 | .551 | 1.951 | .056 |
| | Education | .843 | .130 | .731 | 6.477 | .000 |
| | Health | .135 | .115 | .138 | 1.166 | .249 |
Based on the table above, the regression equation can be explained as follows:

\[ Y = 1.074 + 0.843X_1 + 0.135X_2 - 0.209X_3 + e \]

The regression equation above can be explained as follows: (a) Value a or constant of 1.074 means if Education (X1), Health (X2) and Revenue (X3) is 0, then Employee Performance (Y) the score is 1.074 units; (b) Educational variable regression coefficient (X1) is 0.843, means that if Education experiences a one unit increase, then Employee Performance (Y) Employees will experience a score increase of 0.843 units; (c) The Health variable regression coefficient (X2) is 0.135, means that if the Health has a one unit increase, the Employee Performance (Y) score will increase by 0.135 units.

Revenue variable regression coefficient (X2) is -0.209, means that if the income has decreased by one unit, the Employee Performance (Y) will decrease its score by -0.209 units.

Furthermore, to find out the relationship magnitude between the improvement of human resources quality through variables namely education, health and income toward the improvement of employee performance in Sawerigading Palopo hospital. It can be seen through the SPSS processed results found in the table 2

| Model | R     | R Square | Adjusted R Square | Std. Error of the estimate |
|-------|-------|----------|-------------------|----------------------------|
| 1     | .772a | .596     | .574              | .52360                     |

a. Predictors: (Constant), Income, Education, Health

Based on the table above, it can be explained that Value R (correlation) is a value that explains the relationship correlation between improving the quality of human resources through education, health and income variables to improve employee performance Sawerigading Palopo Hospital. Where the value of R = 0.772 or 77.2% explained that the correlation or relationship between improving the quality of human resources through education, health and income variables to improve employee performance Sawerigading Palopo Hospital was quite significant. Meanwhile, the value of determination is R Square = 0.596 or 59.6%, which means the dependence between improving the quality of human resources through education, health and income variables to improve employee performance in Sawerigading Palopo Hospital was 59.6% while 40.4% was influenced by other factors.

3.2. Discussion

3.2.1. The effect of educational variables on improving employee performance in Sawerigading Palopo hospitals. The analysis showed that the regression coefficient of the Education variable (X1) was 0.843, indicating a positive influence between the education variables with an increase in performance meaning that if Education increased by one unit, the Employee Performance (Y) of employees would have increased scores by 0.843 units. The results of the analysis explained that the educational variable is very influential in improving employee performance in Sawerigading Palopo hospitals.

3.2.2. The effect of health variables on improving employee performance in Sawerigading Palopo hospitals. Based on the results of the analysis conducted by the author, the Health variable regression coefficient (X2) of 0.135, also shows a positive effect between Health and employee performance at
the Regional Sawerigading Palopo Hospital means that if the Health variable increases by one unit, the Employee Performance (Y) score will increase by 0.135 units. These results explain that health is quite influential in improving employee performance at Sawerigading Palopo hospitals.

3.2.3. Influence of income variables on improving employee performance in Sawerigading Palopo hospitals. Through the analysis by the author, the Income variable (X2) regression coefficient of -0.209, shows a positive effect as well, meaning that if the income variable decreases by one unit the Employee Performance (Y) score will decrease by 0.209 units.

4. Conclusion

Based on the research results described by the researcher in the previous chapter, in this chapter the researcher will formulate some conclusions from the results of this study as follows: 1. There was a significant influence between improving the quality of human resources through education, health and income variables towards improving employee performance in Sawerigading Palopo Hospital. 2. There was a strong relationship between improving the quality of human resources through education, health and income variables towards improving employee performance in Sawerigading Palopo Hospital where the correlation value is R = 0.772 or 77.2% and the determination is r² = 0.596 or 59.6%. To improve the quality of human resources through the variables of education, health, and income towards improving employee performance in Sawerigading Palopo Hospital, the authors conveyed the following suggestions: 1. That is an effort to improve employee performance, it is expected to the leadership of the Sawerigading Palopo Hospital so that the program to improve the quality of human resources through the variables of education, health, and income is consistently carried out consistently and continuously. 2. And finally, the researchers hope for the management of Sawerigading Palopo hospital so that improving the quality of human resources meets the criteria of physical and health quality, quality of education (knowledge and skills), and quality of life (income) as a start of improving employee performance.

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