

Effect of Training, Work Facilities and Organizational Climate on the Performance of Health Workers at Cahaya Bunda Mother and Child Hospital

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ABSTRACT

Submitted: 27-05,2023 **Purpose of the study** — *This study aims to determine: How much influence the training, work facilities, and organizational climate simultaneously on the performance of health workers at the Cahaya Bunda Hospital, Cirebon, both partially and simultaneously. Research site at the Cahaya Bunda Hospital for Mothers and Children, Cirebon City*

Accepted: 01-09, 2023 **Research method**—*The population of health workers at the Cahaya Bunda Mother and Child Hospital, Cirebon City, amounted to 240 people, a sample of 70 people. Design This study uses a quantitative approach. Quantitative approach, survey method, this type of research is causal associative research with data analysis technique using Multiple Linear Regression analysis*

Published: 30-09, 2023 **Result**— *The results of this study indicate: 1) There is a positive and significant influence partially partially on the performance of health workers at the Cahaya Bunda Hospital, Cirebon City. The magnitude of the positive effect of training on the performance of health workers is 82.6% while the remaining 17.4% is influenced by other factors. 2) There is a positive and significant effect of working facilities partially on the performance of health workers at the Cahaya Bunda Hospital, Cirebon City. The magnitude of the influence of work facilities on the performance of health workers is 4.9% while the remaining 95.1% is influenced by other factors. 3) There is a partial positive and significant influence of organizational climate on the performance of health workers at the Cahaya Bunda Hospital, Cirebon City. The magnitude of the influence of Organizational Climate on the Performance of Health Workers is 17.8% while the remaining 82.2% is influenced by other factors. 4) There is a positive and significant effect of training, work facilities, and organizational climate simultaneously on the performance of health workers at the Cahaya Bunda Hospital, Cirebon City. The magnitude of the influence of training, work facilities, organizational climate on the performance of health workers is 97.4% while the remaining 2.6% is influenced by other factors*

Conclusion— *This study concludes that training, work facilities, and organizational climate have a significant positive impact on the performance of health workers at Cahaya Bunda Mother and Child Hospital in Cirebon City. Adequate training programs*

contribute significantly to performance, while the availability of proper work facilities and a positive organizational climate also play important roles. Addressing these factors collectively can greatly enhance the performance of health workers. The practical implication is that investing in training, improving work facilities, and fostering a positive work environment are essential for optimizing health worker performance. This, in turn, can lead to improved healthcare outcomes and satisfaction for both patients and healthcare providers.

Keywords: *Training, Work Facilities, Organizational Climate, Performance of Health Workers.*



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INTRODUCTION

The performance of health workers in healthcare institutions plays a critical role in delivering quality care and ensuring positive patient outcomes. Understanding the factors that influence health worker performance is essential for healthcare organizations to optimize their workforce and improve overall healthcare delivery. In this context, the present study focuses on investigating the influence of training, work facilities, and organizational climate on the performance of health workers at Cahaya Bunda Mother and Child Hospital in Cirebon City.

Prior research has emphasized the importance of these factors in healthcare settings, but there is a need for further exploration and empirical evidence specific to the context of Cahaya Bunda Hospital. By examining the effects of training, work facilities, and organizational climate, this study aims to contribute to the existing body of knowledge and provide insights into improving health worker performance.

Training is a crucial aspect of professional development for health workers, equipping them with the necessary skills and knowledge to provide high-quality care. Previous studies have shown that effective training programs positively impact health worker performance, job satisfaction, and patient outcomes. However, the specific influence of training on health worker performance at Cahaya Bunda Hospital remains understudied.

Work facilities, including equipment, resources, and infrastructure, are essential for health workers to carry out their duties effectively. Inadequate or substandard work facilities can hinder performance and compromise patient care. Therefore, investigating the influence of work facilities on health worker performance is crucial for identifying areas of improvement and ensuring optimal working conditions.

Furthermore, the organizational climate, encompassing factors such as leadership, communication, and teamwork, significantly contributes to the work environment and employee satisfaction. Positive organizational climates foster collaboration, motivation, and commitment among health workers, thus enhancing performance. However, the specific impact of organizational climate on health worker performance at Cahaya Bunda Hospital requires empirical investigation.

This study aims to fill these research gaps by examining the combined effects of training, work facilities, and organizational climate on health worker performance at Cahaya Bunda Mother and Child Hospital. The findings will provide valuable insights to the hospital management and policymakers for developing strategies to enhance health worker performance and ultimately improve the quality of care provided to patients.

METHOD

This study employed a quantitative research approach to investigate the influence of training, work facilities, and organizational climate on the performance of health workers at Cahaya Bunda Mother and Child Hospital in Cirebon City.

Sampling: The population of interest consisted of 240 health workers at the hospital. A sample size of 70 health workers was selected for the study, using a sampling technique that ensured representation from various departments and positions.

Study Design: The research design employed in this study was causal associative research, aiming to establish causal relationships between the independent variables (training, work facilities, and organizational climate) and the dependent variable (performance of health workers). The study design allowed for the examination of the simultaneous effects of the independent variables on the dependent variable.

Measures: The study utilized multiple measures to assess the variables of interest. Training was measured using self-reported ratings of the effectiveness and relevance of training programs. Work facilities were assessed based on participants' perceptions of the availability and quality of necessary resources and equipment. Organizational climate was measured through validated scales assessing factors such as leadership, communication, and teamwork. The performance of health workers was evaluated using objective performance indicators, such as patient outcomes and adherence to protocols.

Statistical Analysis: Multiple Linear Regression analysis was employed as the primary statistical analysis technique to determine the individual and combined effects of the independent variables on the dependent variable. This analysis allowed for the estimation of the magnitude and significance of the relationships.

Methodological Soundness: To ensure methodological soundness, the study employed appropriate methods of sampling, using a representative sample size. Validated measures were utilized to assess the variables of interest, ensuring their reliability and validity. The statistical analysis technique employed was suitable for examining the relationships between the variables. The methodology was described clearly and succinctly, enabling other researchers to replicate the study accurately.

By investigating these factors within the specific context of Cahaya Bunda Hospital, this study contributes to the existing literature and offers practical implications for healthcare organizations seeking to optimize their workforce and create a conducive work environment. The subsequent sections will present the methodology, results, and discussion, providing a comprehensive analysis of the relationships between training, work facilities, organizational climate, and health worker performance.

Based on the explanation as described above, the hypothesis that will be developed in this research is as follows:

- H1: It is suspected that there is a positive and significant partial influence of training on the performance of health workers at Cahaya Bunda Mother and Child Hospital, Cirebon City.
- H2: It is suspected that there is a partial positive and significant influence of work facilities on the performance of health workers at Cahaya Bunda Mother and Child Hospital, Cirebon City.
- H3: It is suspected that there is a partial positive and significant influence of organizational climate on the performance of health workers at Cahaya Bunda Mother and Child Hospital, Cirebon City.
- H4: It is suspected that there is a positive and significant influence of Training, Work Facilities, and Organizational Climate simultaneously on the Performance of Health Workers at Cahaya Bunda Mother and Child Hospital, Cirebon City.

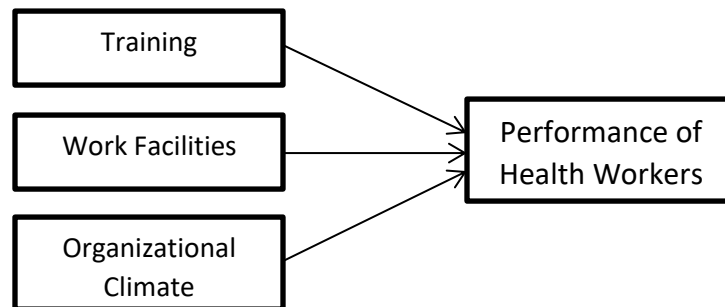


Figure 1. Research Frameworks

RESULTS AND DISCUSSION

a. t test

The Effect of Training on Performance

To find out the magnitude of the influence of Training (X1) individually (partially) on Performance (Y) can be seen from the t value in the Coefficients table below with the test criteria if the significance level is smaller than 0.05, then the hypothesis is accepted. The results of hypothesis testing are as follows:

Table 1 Hypothesis Test (t) variable X1 against Y

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	,982	,816		1,204	,233
TRAINING	,826	,044	,819	18,953	,000
WORK FACILITIES	,049	,024	,045	2,093	,040
ORGANIZATIONAL CLIMATE	,178	,045	,166	3,982	,000

Partially testing the effect of training on the performance of health workers showed that the training variable could predict the performance of health workers. A significance value of $0.000 < 0.05$ means that the distribution is significant, while $t_{count} 18.953 > t_{table} 1.996$ is

significant. This means "There is a partial positive and significant influence of partial training on the performance of health workers at Cahaya Bunda Mother and Child Hospital, Cirebon City". The magnitude of the positive influence of training on the performance of health workers is 82.6%, while the remaining 17.4% is influenced by other factors.

Training is an effort to develop human resources, especially to develop intellectual abilities and personality. Training is a program that helps Health Workers in forming, improving skills and behavior, improving attitudes and knowledge as expected. Training or coaching is any effort to improve job performance in a particular job for which one is responsible or in a job that is related to the job so that it is effective. (Handoko, 2016).

Research on the influence of training on performance by Rozi (2019), concluded: "There is an influence of education and training on the performance of pharmacist assistants in the Pharmacy Installation of Dr. M. Yunus Bengkulu". Training for health workers can be used as a way for organizations to hone the skills of health workers in improving performance in accordance with the standards set by the organization.

Good training for Health Workers at Cahaya Bunda Mother and Child Hospital, Cirebon City, is shown by the high level of question item number 2, the cost effectiveness indicator, which shows that training costs are determined by identifying training needs and targets.

Meanwhile, the weaknesses of training at the Cahaya Bunda Mother and Child Hospital, Cirebon City, are shown in the questionnaire item number 5, an indicator of the feasibility of the facilities, which shows that at the Cahaya Bunda Mother and Child Hospital, Cirebon City, the training takes advantage of existing facilities and infrastructure.

The Influence of Work Facilities on the Performance of Health Workers

Partially testing the influence of the Work Facilities variable on the Performance of Health Workers, the results showed that Work Facilities can predict Performance positively. A significance value of $0.040 < 0.05$ means significant, while $t_{count} 2.093 > t_{table} 1.996$ means significant. Thus accepting the hypothesis: "There is a partial positive and significant influence of work facilities on the performance of health workers at Cahaya Bunda Mother and Child Hospital, Cirebon City". The influence of work facilities on the performance of health workers is 4.9%, while the remaining 95.1% is influenced by other factors.

Referring to the research hypothesis which reveals that there is a partial positive and significant influence of work facilities on the performance of health workers at Cahaya Bunda Mother and Child Hospital, Cirebon City, which means that improving performance can be done with work facilities.

The availability of adequate health facilities in a service will certainly make it easier for service recipients to use the service. The completeness and ease of use of health facilities through adequate facilities and infrastructure will be a determining indicator of patient satisfaction in receiving services, thereby triggering a change in the public's view of health facilities, from a necessity to a choice for the community.

According to Faisal (2015): "Work facilities are one of the tools used by employees to make it easier to complete daily work." Work facilities at each company will differ in form and

type, depending on the type of business and the size of the company. Previous research by Budi (2019) concluded: "Work facilities have an influence on employee performance results." Therefore, the hospital must provide adequate work environment facilities. Such as a comfortable, clean office layout, sufficient lighting and so on.

The work facilities at the Cahaya Bunda City Hospital for Women and Children, Cirebon, are already good, according to the respondents' answers, shown by the highest score in questionnaire number 8, the indicator Speeding up the work process, which shows that Health Workers feel comfortable with the lighting system installed at the Mother and Child Hospital, Cahaya Bunda City. Cirebon.

Meanwhile, the weakness of the work facilities at the Cahaya Bunda Mother and Child Hospital, Cirebon City is shown in item number 6, the Easy to Use indicator, which shows that not all Health Workers feel that the AC facilities at the Cahaya Bunda Mother and Child Hospital, Cirebon City, are adequate.

The Influence of Organizational Climate on the Performance of Health Workers

Partially testing the influence of Organizational Climate on the Performance of Health Workers, the results showed that Organizational Climate can predict the Performance of Health Workers. The significance value of $0.000 < 0.05$ is significant, while $t_{count} 3.982 > t_{table} 1.996$ means significant. Thus accepting the previously formulated hypothesis which states "There is a partial positive and significant influence of Organizational Climate on the Performance of Health Workers at Cahaya Bunda Mother and Child Hospital, Cirebon City". The magnitude of the influence of organizational climate on the performance of health workers is 17.8%, while the remaining 82.2% is influenced by other factors.

Referring to the research hypothesis which reveals that "There is a partial positive and significant influence of Organizational Climate on the Performance of Health Workers at Cahaya Bunda Mother and Child Hospital, Cirebon City", which means that improving performance can be done with Organizational Climate.

Organizational climate has an important role in fostering performance. Efforts to produce optimal performance need to identify the factors that influence it. One factor that has the potential to influence performance is organizational climate. A conducive organizational climate in an organization will encourage employees to work in pleasant situations so that they will be able to perform well.

Davis and Newstrom (2015), state that organizational climate is: "The human environment in which organizational employees do their work. This definition can refer to the environment of a department, an important company unit such as a branch factory, or an organization as a whole." Previous research by Dodi (2013) concluded: "Organizational climate, work ethic and work discipline influence organizational performance through employee performance."

The organizational climate at Cahaya Bunda Mother and Child Hospital, Cirebon City, which is good according to respondents' perception, was obtained from the highest

questionnaire number, namely item number 9, indicator me, Reasonable bureaucratic control, which shows that there is a clear organizational structure in the work environment.

Meanwhile, the weakness of the Organizational Climate at Cahaya Bunda Mother and Child Hospital, Cirebon City, is demonstrated by the questionnaire item number 10 indicators of employee involvement, which shows that not all health workers feel that the section heads have managed their job descriptions clearly.

b. F test

The Influence of Training, Work Facilities, Organizational Climate on the Performance of Health Workers. Next, to find out the effect. Next, to find out the joint effect of Training (X1), Work Facilities (X2) and Organizational Climate (X3) on Performance (Y), tested with the F test, the test results can be seen in the table below:

Table 2. F Test Results

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3464,332	3	1154,777	865,976	,000 ^b
	Residual	88,011	66	1,333		
	Total	3552,343	69			

a. Dependent Variable: PERFORMANCE OF HEALTH PERSONNEL

b. Predictors: (Constant), ORGANIZATIONAL CLIMATE, WORK FACILITIES, HEALTH PERSONNEL TRAINING

Joint testing Based on the ANOVA or F test results table, the F count was 865.976 with a significance level of 0.000. This means that the variables Training, Work Facilities and Organizational Climate influence performance simultaneously (simultaneously). The F test results have a p-value of 0.000 < 0.05, meaning it is significant. Thus, the previously formulated hypothesis which states that "There is a positive and significant influence of Training, Work Facilities, and Organizational Climate simultaneously on the Performance of Health Workers at Cahaya Bunda Mother and Child Hospital, Cirebon City" is accepted or proven. The magnitude of the influence of training, work facilities, organizational climate on the performance of health workers is 97.4%, while the remaining 2.6% is influenced by other factors.

Referring to the research hypothesis which reveals that "There is a positive and significant influence of Training, Work Facilities, Organizational Climate simultaneously on the Performance of Health Workers at Cahaya Bunda Mother and Child Hospital, Cirebon City", meaning that improving employee performance can be done with Training, Work Facilities , Organizational Climate.

C. Coefficient of Determination

The Determination Coefficient is seen from the Adjusted R2 value. The Adjusted R2 value ranges from 0 to 1, meaning the strong ability of the independent variable to explain fluctuations in the dependent variable. On the other hand, if the Adjusted R2 value is closer to 0, it means that the independent variable's ability to explain fluctuations in the dependent variable is getting weaker (Ghozali, 2018).

The results of calculating the coefficient of determination are obtained as in the table below:

Table 3. Determination Coefficient

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,988 ^a	,975	,974	1,15477	2,090

a. Predictors: (Constant), ORGANIZATIONAL CLIMATE, WORK FACILITIES, HEALTH PERSONNEL TRAINING

b. Dependent Variable: PERFORMANCE OF HEALTH PERSONNEL

From the table 3 above, it can be seen that the Adjusted R Square is 0.974, this means that 97.4% of performance is influenced by training, work facilities, organizational climate, while the remaining 2.6% is influenced by other factors.

CONCLUSION

In This study examined the influence of training, work facilities, and organizational climate on the performance of health workers at Cahaya Bunda Mother and Child Hospital in Cirebon City. The findings revealed several important conclusions:

1. Training: Training has a significant positive effect on the performance of health workers, accounting for 82.6% of the variance. This suggests that providing adequate training programs can greatly enhance the performance of health workers at the hospital.
2. Work Facilities: The availability of proper work facilities also has a positive and significant impact on the performance of health workers, explaining 4.9% of the variance. While this effect is relatively smaller compared to training, it still plays a crucial role in supporting the performance of health workers.
3. Organizational Climate: The study found that organizational climate has a partial positive influence on the performance of health workers, accounting for 17.8% of the variance. Creating a positive and supportive work environment can contribute to better performance among health workers.
4. Combined Influence: When considering training, work facilities, and organizational climate together, they collectively explain 97.4% of the variance in the performance of health workers. This highlights the importance of addressing all these factors simultaneously to maximize the performance of health workers at the hospital.

Practical and Social Implications:
The findings of this study have practical implications for the management of Cahaya Bunda Mother and Child Hospital and other healthcare institutions. It is crucial for the hospital management to invest in comprehensive training programs that cater to the specific needs of their health workers. Furthermore, providing well-equipped work facilities and fostering a positive organizational climate should be prioritized to create an environment that promotes high performance and job satisfaction among health workers.

The social implications of this study emphasize the significance of investing in healthcare workforce development. By recognizing the influence of training, work facilities, and

organizational climate on the performance of health workers, policymakers and healthcare organizations can allocate resources effectively to improve the quality of care provided to patients. Ultimately, this can lead to better health outcomes and overall satisfaction for both patients and healthcare providers.

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