



Lecturer and Employee Performance Analysis in Department of Health Analyst, Health Polytechnic, Ministry of Health Makassar

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Abstract

Performance is a concept that is often used in an organization to discuss about discussion and talks about the success of the organization or human resources. Moreover, this time an organization faced with the challenge of competition is high. Global market competition era, advances in information technology, as well as the community demands more and more critical. Performance becomes a very important issue in the organization as the organization and performance is a key statement of the effectiveness or success of an organization. The research is descriptive qualitative to describe the performance of teachers and employees of the Department of Health Analyst Polytechnic Makassar Ministry of Health of Health. The study population is all faculty and staff and selected as a sample of 10 respondents with the following conditions: 4 lecturers, 3 instructors and 3 administrative staff with data collection are interviews, observation, and documentation. Data were analyzed by descriptive qualitative and narrated. The results showed that the performance lecturers, instructors and employees at the Department of Health Analyst Health Polytechnic Makassar Ministry of Health has been good, however, are still in need of many efforts to make a better improve.

Keywords: Performance lecturer; department employees; competition.

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1. Introduction

Performance is a concept that often used by respondent in a variety of discussions and talks, in particular within the framework of encouraging the success of the organization or human resources. Moreover, the organization faced with the challenge of competition is high. Global market competition era, advances in information technology, as well as the demands of customers or users of other services is increasingly critical.

Related to the concept of performance [1] Challenging the three levels of performance:

1. Performance of the organization; the achievement of results (outcomes) at the level of organization
2. Process performance; a performance on stage in the process to produce a product or service.
3. Individual performance / work; an achievement or affectivity at the level of employees or workers.

Performance in an organization was done by all the glittering human resources organization, even elements of leadership and staff. Every person has the ability, based on knowledge and skills, competencies in accordance with his work, motivation and job satisfaction. But workers have personality, attitude, and behavior that could affect their performance [2].

The performance of an organization is not only influenced by human resources in it, but also by other resources such as funds, materials, equipment, technology, and working mechanisms that take place within the organization. Similarly, if the work environment or work situation provides comfort that encourages employee performance. Also included how to shape the relationship between person in organizations, both between superiors and subordinates and between fellow workers [2].

Department of Health Analyst is an integral part of the health services needed to support the diagnosis of doctors in an effort to improve the quality of health care, prevention and treatment of illness and rehabilitation of health. As an important component of health care, student examination results are used for determination of diagnosis, treatment delivery, and determining prognosis. Therefore, the examination results of students are one important part of health care, the energy performance of the Department of Health Analyst need attention.

Based on the above, the researchers interested to do a research about Analysis Lecturer and Employee Performance at the Department of Health Analyst Ministry of Health of Health Polytechnic Makassar.

2. Materials and Method

2.1 Types of research

This research is a qualitative descriptive and the design of this research aims to study how the performance of Employees in the Department of Health Analyst Health Polytechnic Ministry of Health Makassar.

2.2 Population and Sample

- a. This population of this study is employee of Health Analyst of Department of Health Polytechnic of

Ministry of Health Makassar.

- b. The sample is employee as much as 10 respondent with the following conditions: 4 respondent lecturers, 3 instructors and 3 administration staff

Data will be selected in accordance with the classification determined by the researchers themselves. Furthermore, the data that have been classified are categorized in accordance with the object of research.

At this stage of the analysis of all the data have been processed according to the above measures will be associated with one another category by following research problems as he is looking for the meaning behind the data [3].

3. Results and Discussion

3.1 Overview of the Department of Health Analyst Health Polytechnic Ministry of Health Makassar and Interview Results

Department of Health Analyst Health Polytechnic Ministry of Health located in the capital province South Sulawesi precisely in the way Wijayakusuma Highway No. 52 Makassar, on campus I east side of the State University of Makassar (UNM), the west side of the road Wijayakusuma highway, beside northern housing lecturers UNM, south side residential lecturers UNM, for Campus II on the east side of Dental Nursing Departments Health Polytechnic Makassar health residential home on the north side, west side health house, in the south side of residential street.

Since 1982 stands Middle High School Health Analyst (SMAK) Ministry of Health Ujungpandang. Structural leading SMAK, among others: Dr. H. Asrori Asnawi, MPH (School Head Officer I), Dr. L. Rix Ronggani (Headmaster II) Dra. Endang Setyawati Dawoed, Apt III), Dra. Hj. Suryaningsih Soeleman, Apt IV.) Further In 2002 SMAK converted to be Health Analyst Academy Dep.Kes.Makassar Director Dra. Hj. Suryaningsih Soeleman, Apt until December 2005. Academy analyst Ministry of Health Makassar began to merge into Health Polytechnic Makassar in 2006 to study program health analyst nursing Departments health polytechnic Makassar Program Chairman H. Syamsul Bakhri. AK, S.Pd, M.Si began December 2006 to February 2007. Later in the 2007 held conclave Study Program Health Analysts and elected H. Herman, S. Pd, M.Kes and the 2008 the Study Program become department of health analyst health polytechnic Makassar, in early 2010 back held conclave Analyst Department of Health and re-elected H. Heman, S.Pd, M.Kes till now. Health Analyst Department consists of two courses: (1) The study program analyst DIII department health analyst health polytechnic Makassar and (2) DIV study programs Department in health analyst health polytechnic Makassar.

Employees and Lecturers can be divided into three groups, namely: (1) Educative, (2) Instructor, and (3) Administration staff of Department of Health Analyst Health Polytechnic Makassar.

3.2 Characteristics of Respondents

Respondents in this study are the subject where the data can be obtained in accordance with the purpose of

research. Respondents are lecturers, lecturer staffs and employees of Health Department of the Ministry of Health Polytechnic Makassar. After data collection in this study found several characteristics of respondents include: Educational level, rank, class and number.

3.2.1 *Educative staffs*

Educative staffs are lecturers functional duty; (1) instructing the course theory, (2) teaching practicum courses, (3) guiding students; (a) field work practice (PKL), and (b) working villagers practice (PKMD), and (4) guiding students or academic advisor (PA), guiding the students at the end of the study (proposal exam and scientific papers exam) and guiding students of DIV and DIII program as much as 13 students

Table 1: According to the category of functional and last educational level

No.	Class	Education	amount
1.	Pembina, class IV / b	S2	2 respondents
2	Stylists tk I, class III / d	S2	3 respondents
3	Stylists, class III / c	S2	5 respondents
4	Young stylists, class III / b	S2	3 respondents

3.2.2 *Instructors*

Instructors are workers who served in practicum courses for helping educative staff corresponding duties and functions of each:

Table 2: Instructors of Department of Health Analyst Health Polytechnic Makassar

No.	Class	Education	amount
1.	Young stylists, class III / a	S2	4 respondents
2	Young stylists tk I, class. III / b	S1	3 respondents
3	Young stylists, class III / a	S1	3 respondents
4	Regulatory, class II / d	S1	1 respondent
5	Regulatory, class II / d	D III	1 respondent

3.2.3 Administration staff

Administrative respondents is respondents on duty to assist lecturers and instructors in the field of respondent administration in the Department of Health Analyst Health Polytechnic Ministry of Health Makassar

Table 3: Health administrative respondent Department of Health Analyst

No.	group	Education	amount
1.	Young stylists tk I, class. III / b	Bachelor	1 respondent
2	Young stylists, class III / a	High School	5 respondent
3	Regulatory, class II / c	SMF	1 respondent
4	Regulatory young, class II / a	Junior High School	1 respondent

To know a respondent's performance in the field, Deming in [3] suggested that a simple way to assess the individual performance is: *Performance = Ability (or capacity + motivation)*.

That formula can be explained that the function of the result of the interaction between motivation and ability to individually and jointly contribute to the high and low performance on the task assigned to them. The low on one or both of these factors, it will lower the individual's performance on its activities. In other words, if the performance of someone low his motivation can be caused by low or low ability or the both equally low.

More Prawirosentono mentioned factors need to be known relative to measurement of organization performance as follows:

(1) knowledge of the work, (2) the ability to plan and schedule the work, (3) knowledge of the quality standards of jobs that are not required, (4) the productivity of employees who are related to the amount of the work that can be completed, and (5) the ability to well communicate with fellow employees and superiors.

For the lecturer's own success in the learning process will lead to high satisfaction, confidence and passion for teaching. But that success is very influenced by several factors such as a teacher's performance is influenced by several factors, among others: ability, needs, experiences, hope, motivation, work environment and so forth.

In the management field, performance measurement in general has set indicators, such as [4] said that performance indicators, namely: cooperation and decisions quantity. Similarly it [5] suggested that the quantity performance as indicators of performance, quality performance, work habits, the relationship between the individual and surveillance capabilities.

Based on the theories above, it can be understood that the performance is the end result of a process attempts

backed by the ability, experience, motivation and work environment.

3.3 Interview result

From the interview is not structured to the informant using a manual interview related to the performance of lecturers, instructors and administrative respondents in the Department of health Analyst Health Polytechnic Ministry of Health of Makassar (1) 4 educative staffs got questions about the performance, competence and profession, (2) 3 instructor staff got questions about the performance and (3) 3 administrative respondent got questions about the performance and SOP.

According to the head of department of Health Analyst Ministry of Health of Health Polytechnic Makassar (Interviewed on May 30, 2011)

Secretary of the Department of Health Analyst Ministry of Health of Health Polytechnic Makassar (Interviewed on June 20, 2011)

According to senior lecturer female gender age of 50 years (the interviewed on June 23, 2011)

According to the Senior lecturer, Male, aged 63 (Interviewed on June 23, 2011)

Instructor staff (adjunct lecturer) who Yuniors sex female age 36 (Interviewed on June 25, 2011)

Instructor staff gender Male age 45 years (Interviewed on June 28, 2011)

Instructor staff gender female age 49 years (Interviewed on June 20, 2011)

Administrative Staff Gender male age 47 (Interviewed on June 29, 2011)

Senior administration staff dark types in women 49 years of age (Interviewed on July 4, 2011)

Administrative Staff gender Male age 52 years (Interviewed on July 7, 2011)

4. Discussion

4.1 Performance

Definition of performance suggested by experts show that each element theoretically helped influence on a person's performance. An individual will not be able to work well, if he does not have the ability to do the job. Even if the job done, it will not produce satisfactory results. Therefore, the element of knowledge, especially knowledge of the field was doing a very important task for the persons.

In Big Indonesian Dictionary [6] performance is defined as something that is achieved; achievement shown; ability to work. Reference [7] revealed that the performance is the result of the quality and quantity of work

accomplished by an employee in performing their duties in accordance with the responsibilities assigned to them.

According to the research objectives, the performance of lecturers and employee in the Department of Health Analyst Health Polytechnic Ministry of Health Makassar of activeness on the activities on the implementation of tasks set by the institution relating to the respective professional competence each jobs for lecturers (1) the preparation of teaching administration, and (2) master the subject matter. Performance indicators on aspects of the preparation of the learning administration concerning the manufacture of annual and semester courses, syllabus and assessment systems, learning events credit (SAP) and the outlines of the learning process (GBPP).

Descriptive analysis showed that the performance of polytechnic lecturer of the Department of Health Analyst Health Polytechnic Ministry of Health Makassar middle category. This means that empirically average performance Lecturers and Employees reached 80 percent. This is in accordance with the acquisition of categorization performance by both indicators (2 instruments) analyzed, namely Lecturer 85 percent, and Employees 65 percent.

This shows that the performance of a Lecturer in the Department of Health Analyst Health Polytechnic Ministry of Health Makassar, on both administration preparation of learning and master the subject matter aspects still needs to be improved, especially the acquisition of the percentage of the item that is still lacking, as in the discipline of teaching time. This indicator is very important to give learning to students.

Lecturers and Employees Performance in middle category can be affected by various factors including lack of motivation in following the activities for little financial or infrastructure is incomplete. This needs to get attention, both from the government in this case the Department of Health and Department of Education South Sulawesi Province, as well as from the Ministry of Health itself.

4.2 Lecturer and Employee Performance Levels

The performance level is to create an effective communication link to the entire mutual sectors. Performance management focused on what is required by the organization, managers, and workers to succeed. Performance management is about how performance is managed to obtain success. Performance comes from understanding performance. Those that give a sense of performance as a result of work or work performance [8].

There are several views of the experts on the notion of performance management. Reference [9] view performance management as a communication process that is carried out continuously in a partnership between employees and their immediate supervisor. This communication process includes building a clear expectation and understanding of the work to be done. The communication process is a system, has a number of parts which all must be included, if the performance management is about to give added value to the organization's managers and employees.

Meanwhile [10] view performance management as a management style that is basically open communication between managers and employees regarding goal setting, giving good feedback from managers to employees

and vice versa from employee to the manager as well as performance assessment. Costello, states that performance management is the basis and the driving force behind all organization decisions, work effort and resource allocation.

Having regard to the views of experts in the above can be formulated that are essentially performance management is the management style in managing the resources, performance oriented process open communication and sustainable by creating a vision and strategic approach as well as integrated as the driving force to achieve the organization Objectives.

There are several methods of performance assessment by [11], namely:

1. Assessment techniques *essay*.

That is the description of the advantages and disadvantages of person which includes the achievements of cooperation and person knowledge about his work.

2. Rate comparison.

That compares with the results of the work of the person with other persons who perform similar work.

3. Rate job list, check list contains the components that worked on the person who can be given the weight of yes / no, finished / yet or with weights percentage completion of the work concerned. Ratings direct spaciousness, see the direct execution of work spaciousness

4. The assessment is based behavior, based on the job description has been prepared in advance.

5. The assessment is based on the critical incident, carried out by a supervisor via the recording or recording events related to personal behaviors assessed in carrying out the work.

6. Ratings are based on effectiveness, using the target company / organization as an indication of job assessment, usually the company / large organization that employs more people and uses a system of corporate management by objectives.

7. Assessment is based on a ranking based on the displayed personal.

More [3] mention the factor who need to know in connection to performance measurement members of organization ie: knowledge of the work, the ability to plan and schedule the job, knowledge about quality standards of jobs that are not required, employee productivity related to the amount of the work that can be completed, and the ability to communicate well with fellow employees and superiors.

According to [7] the performance appraisal has benefits in terms of the diverse perspectives of corporate development, especially human resource management, ie:

1. Performance improvement.

Performance feedback is helpful for employees, managers and specialists in the form of personals right

activities to improve performance.

2. Compensation adjustment.

The performance assessment helps decision makers determine who should receive payment in the form of a salary increase or bonus.

3. Decision placement.

Promotion, transfer and demotion usually based on past performance

4.3 Level of Professional Competence Lecturer

The level of professional competence health analyst lecturer obtained from descriptive analysis and categorization of each indicator, namely: (1) the ability to master the subject matter, (2) ability to compile learning device, (3) the ability to carry out the teaching program, (4) the ability to master the evaluation learning, and (5) the ability to master the follow-up program.

Based on the results of descriptive analysis shows that the level of professional competence health analyst lecturers obtained from interviews of faculty performance in middle category. This means that empirically the average performance of faculty and staff are good.

This shows that the level of performance Department of Health Analyst Health Polytechnic Ministry of Health Makassar lecturers still needs to be improved, especially on discipline. It should be stressed because there are lecturers and staffs who do not obey the rules and regulations is an absolute requirement that must be owned by a penny and employees do. How could the lecturers could teach well if it is not discipline in the learning process and student achievement impossible would be good. So the institutions need to consider back the purpose as to motivate lecturers to improve the performance, capabilities and skills as well as carry out evaluation of learning towards the establishment of professionalism lecturers. So think about adding new material that allows increasing lecturers professionalism.

Levels of employee performance Department of Health Analyst Health Polytechnic Ministry of Health Makassar still need improvement, especially in the discipline. It should be stressed because there are employees who do not obey the rules and regulations are an absolute requirement that must be owned by an employee s ach. How could an employee work well if it is not good discipline and good performance will be impossible achievement. So the institutions need to consider back the purpose as to motivate employees to improve the performance, capabilities and skills and to implement job evaluation shortly to formation of professionalism. So that all employees can improve its performance achievement.

In order to realize good governance and authoritative that begins with discipline through surveillance specially an effort to improve the utilization of state apparatus, it is important to implemented and cultivated in order to reach the quality of public services, especially health services and operational cost savings the development of

health activities in general.

4.4 Supervision

There are some things that cause supervision more necessary in organizations, among others:

1. Changes in conditions at the time it was always a lot of changes due to competition, their dubious reports about the use of funds, and the new rules;
2. The larger the organization the more problems faced, the employee demands increasingly complex, and require special oversight when compared to small organizations;
3. Possibility of making a mistake can happen to subordinates and other employees, therefore it is very necessary supervision so that if there is an error can be controlled any longer nowadays person are always demanding the best.

The oversight function is a function of the last of the management process. This function is linked to other management functions, especially the planning function. In the planning process must have the program objectives, the monitoring function here is to know is there any gaps and irregularities that occurred in the planning that has been established or no waste in funds use.

Benefits of monitoring implementation in an organization are:

1. Can be determined the extent of program activities have been implemented, what compliant or work plan, what resource already carried out in accordance with established procedures;
2. Can be known the storage performance of duties;
3. Can be known utilization of available resources;
4. Can be known causes of irregularities.

Supervision as a management function cannot be separated from the human factor, because the monitoring, inspection and evaluation or the supervising and supervised are human. Besides, even all management functions cannot be separated from that human factor.

Human as an individual, social and normative being are unique creatures. Humans have always interacted with the state of the surrounding nature, fellow human beings, even with him being alone and with God Almighty, thus each person is different wants and needs.

The authors conclude on the supervision and humans that supervision could be successful if followed by action or harsh punishment. Other than that all human beings are entrusted by the state to be equipped with honesty and faith and must believe that the life of the world is only temporary, whereas eternal life is the later Hereafter.

The role of watchdogs very determine whether the poor implementation of the plan. Supervision is not to find fault, but try to avoid errors and correct them if there is an error.

The regulatory process is done in stages through the steps as follows:

1. Perform a standard that will be used basic supervision;
2. Measuring performance or results achieved;
3. Compare execution or outcome to standard and determine deviations if any;
4. Perform corrective action, if there is a deviation for the implementation and objectives according to plan.

A leader must have a variety of ways to ensure that all management functions executed well. It can be seen through the process of supervision or control. How monitoring is done: (1) direct supervision, (2) indirect supervision, funds (3) monitoring by exception.

Reference [12] in basic management, understanding, and problem. Direct supervision is supervision done by itself directly by a leader, overseeing by observing, researching, checking, checking himself directly in the workplace, and receive reports directly as well as from executing. This is done by inspection. Indirect supervision is remote monitoring, through reports provided by the subordinate. This report can be either orally or in writing about the execution of the work and the results achieved. Supervision by exception is oversight devoted to mistakes tremendous results or expected standards. Such monitoring is performed with the combination of the way, the direct supervision and indirect supervision by the leadership.

Benefits of supervision are relatively dependent on the important of that activity, donations made, as well as the size of the organization. Onwards to be linked patterns of organization and thus make it easier to assign responsibility for supervision to the person who manage the activities of each and provide the data monitoring, which can be used, by the leadership concerned.

Observing the above description, it is stated that the supervision must be implemented by any agency, including the supervision of lecturers and staff of the Department of Health Analyst Health Polytechnic Ministry of Health Makassar.

Observing the above description, it is stated that the performance Lecturers and Staffs of Department of Health Analyst Health Polytechnic Ministry of Health Makassar already good, as outlined by the lecturers and staff in the interview.

5. Conclusions and Recommendations

5.1 Conclusion

From the results of research and discussion of Lecturers and Employee Performance Department of Health Analyst Health Polytechnic Ministry of Health Makassar can be summarized as follows:

1. Performance of educative staffs of Department of Health Analyst Health Polytechnic Ministry of Health Makassar still need coaching. This needs an advance planning.

2. Performance Instructor staffs of Department of Health Analyst Health Polytechnic Ministry of Health Makassar has been good, but there are things that need to be perfected.
3. Performance Administration Staffs Department of Health Analyst Health Polytechnic Ministry of Health Makassar, still requires perfection.
4. Performance monitoring lecturer, instructors and administrative staffs in Department of Health Analyst Health Polytechnic Ministry of Health Makassar has been good through morning and afternoon absent.

5.2. Suggestions

Efforts to follow up on the results of studies concerning Performance Lecturers and Employees of the Department of Health Analyst Health Polytechnic Ministry of Health Makassar suggested as follows:

1. With the concern of related about organization apply training, then an increase in the energy performance of lecturers, instructors and administrative staffs can be improved.
2. Very important to ensure the quality of energy performance when the instructor what has a guide lab laboratory at the Department of Health Analyst Health Polytechnic Ministry of Health Makassar.
3. To guarantee the quality of employee performance in the Department of Health Analyst Health Polytechnic Ministry of Health Makassar related to each other: (1) human resources, (2) Facilities and infrastructure and (3) Finances

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