

## **THE RELATIONSHIP OF HUMAN RESOURCES RECRUITMENT SYSTEM IN IMPROVING EMPLOYEE PERFORMANCE IN HOSPITAL ADMINISTRATIVE UNITS**

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### **ABSTRACT**

Hospitals are said to be of good quality as evidenced by the performance of hospital administrative officers in hospital services which are supported by a good human resource recruitment system. Based on the preliminary survey, it is known that there are 2 hospital administration officers who have good performance. The purpose of this study was to determine the relationship between the human resource recruitment system in improving employee performance in the hospital administrative unit. The object of this research is the hospital administration unit. The research used descriptive and quantitative methods and a cross sectional study approach. The population and research samples were taken by total sampling, namely all hospital administration officers at Tunas Harapan Salatiga Hospital as many as 9 respondents. The research instrument used a questionnaire. Quantitative data analysis used the chi-square relationship test. The results of this study were 9 respondents based on the results of the Chi-Square test the significance of the p anantara independent variables, namely the human resource recruitment system with the dependent variable increasing employee performance, the results obtained were 0.03 ( $p < 0.05$ ).  $H_0$  was rejected and stated there was a relationship. The conclusion is that there is a relationship between the human resource recruitment system in improving employee performance in the hospital administration unit. Suggestions that the Human Resources department should motivate and update the knowledge of hospital administrative officers to conduct training and it is hoped that for further research, conduct research on all units in the hospital.

Keywords: human resources recruitment system; hospital administrative officer; performance

### **INTRODUCTION**

Recruitment is the procurement of manpower that aims to get prospective employees, especially hospital administration officers, to then select the best and most suitable with the required requirements, one of which is through the recruitment process<sup>1</sup>. All of these are the main duties and responsibilities of the HR department at the hospital<sup>2</sup>. The quality of human resources in hospitals depends on the quality of a recruitment process that affects employee performance<sup>4</sup>. So, recruitment of human resources is the main key to improving the performance of hospital administrative officers<sup>5</sup>. The performance of hospital administrative officers is a result of work in quality and quantity, which in carrying out their duties is based on the main tasks and functions given<sup>6</sup>. One of the factors related to performance is the recruitment of human resources, one of which is hospital administration officers<sup>7</sup>. Performance is an achievement based on the recruitment of human resources<sup>8</sup>.

Based on the results of the initial preliminary survey, it was found that there were 2 respondents from Hospital Administration officers who had good performance based on a good human resource recruitment system background. Therefore, the authors are interested in conducting research on

"The Relationship of the Human Resource Recruitment System in Improving Employee Performance in the Hospital Administration Unit".

## METHOD

This research method is descriptive, quantitative research type, and cross sectional approach<sup>3</sup>. The population in this study were 9 respondents from hospital administrators. The research sample was taken as a total sample with a sample of 9 respondents. There are 2 variables in this study, namely the competency independent variable and the dependent variable on the performance of hospital administration officers. The research instrument used was a questionnaire. Quantitative data analysis used a bivariate test, namely the Chi-Square test <sup>10</sup>.

## RESULTS AND DISCUSSION

The research obtained the following results:

Table 1.  
Human Resources Recruitment Distribution (n=9)

| No    | Human Resources Recruitment | f | %     |
|-------|-----------------------------|---|-------|
| 1     | Good                        | 7 | 77,78 |
| 2     | Not good                    | 2 | 22,22 |
| Total |                             | 9 | 100   |

From table 1 above, it can be seen that showing the most respondents were hospital administration officers with good human resource recruitment, namely 7 respondents (77.78%) while hospital administration officer respondents with bad human resource recruitment were 2 people (22 .22%).

Table 2.  
Performance Distribution of Hospital Administrative Officers (n=9)

| No    | Performance<br>Hospital Administration Officer | f | %     |
|-------|------------------------------------------------|---|-------|
| 1     | Good                                           | 8 | 88,89 |
| 2     | Not good                                       | 1 | 11,11 |
| Total |                                                | 9 | 100   |

From table 2, it can be seen that the hospital administration staff has good performance, namely 8 respondents (88.89%) and 1 respondent (11.11%) has poor performance.

Table 3.  
The Relationship Between Human Resource Recruitment and Hospital Administrative Officer Performance (n=9)

| Variabel    | Human Resources Recruitment |          | Total | P Value |
|-------------|-----------------------------|----------|-------|---------|
| Performance | Good                        | Not Good |       |         |
| Good        | 6                           | 1        | 7     | 0,03    |
| Not good    | 1                           | 1        | 2     |         |
| Total       | 7                           | 2        | 9     |         |

From table 3. above it means that it can be seen that there is a relationship between recruitment of human resources with the performance of hospital administration officers. This can be proven by

the results of bivariate analysis with the Chi-Square test using fisher's exact which gives a value of  $p = 0.03$  ( $< 0.05$ ). This means that there is a relationship between the human resource recruitment system in improving employee performance in the hospital administration unit

The results of the study are in line with Runtunuwu et al, 2015 which states that one of the factors associated with high and low performance is the recruitment of human resources<sup>9</sup>. Human resource recruitment has a positive effect on employee performance<sup>11</sup>. Recruitment of human resources is the main key to improving the performance of hospital administrative officers<sup>12</sup>. Performance is the result of real work achieved by a person in carrying out the tasks assigned to him in accordance with the respective authorities and responsibilities in an effort to achieve organizational goals<sup>13</sup>. The most important factor related to high or low performance is the recruitment of human resources, especially in hospital administration officers<sup>14</sup>. Recruitment of good resources will relate to an increase in employee performance<sup>15</sup>.

## CONCLUSION

The conclusion in this study is that there is a relationship between the human resource recruitment system in improving employee performance in the hospital administrative unit. Suggestions that the Hospital Human Resources section should conduct training to motivate and update the knowledge of hospital administrative staff and it is hoped that for further research it will be possible to conduct research on all units in the hospital.

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