

CHAPTER 1

INTRODUCTION

1.1 Research Object Overview

1.1.1 History of Cibabat General Hospital

Figure 1. 1
Cibabat General Hospital Logo



Source: Internal Data Cibabat General Hospital Cimahi

Before the 1940s Cibabat Hospital was an area of the House of Residence where Dutch officials lived in Bandung Regency, inhabited by Mr. Rydee, who was then Head of the Naamloze Vennootschap (NV) Gemeenschappelijk Electriciteitsbedrijf Bandoeng en Omstreken (GEBEO) for the city of Cimahi, a kind of public electricity company. The facilities and infrastructure at that time consisted of a building measuring 300 m² and an area of 912 m².

In 1943 during the occupation of the Japanese army in Indonesia at the behest of the Japanese army commander in Cimahi, the residence of Mr. Rydee was converted into a health clinic for the public and Dutch prisoners of war. The management of the clinic submitted to Prof. R. H. Moechamadsyah Sastrawinangoen, DSOG which previously opened a clinic on Jl. Kaum Kaler No. 651 Cimahi from 1940. In 1945, together with the revolutionary period, a health clinic managed by Prof. R. H. Moechamadsyah Sastrawinangoen, DSOG serves as

the People's Security Agency (BKR) Headquarters and Medical Center for Dutch prisoners of war and surrounding communities.

In 1945-1947 the health clinic functioned as a health service for prisoners of war and the community continued to run, but in that period complete information was not obtained so that not much could describe. In 1947, which was a period of displacement, the management of the Health Clinic was subsequently replaced by Dr. Supardan. Whereas Prof. R. H. Moechamadsyah Sastrawinangoen, DSOG was transferred to become the Head of East Priangan Health located in the City of Tasikmalaya. At that time the Health Clinic and BKR Headquarters were added to their functions as the Indonesian Red Cross (PMI). The leadership of Dr. Supardan in managing the health clinic is estimated to end in 1949.

In 1949, the government in power at that time increased the status of the health clinic to Cibabat Helper Hospital, the management of which was handed over to the Major. Dr. Vogelsang. The position of Cibabat Assistant Hospital is under the Bandung District Health Office. Major. Dr. Vogelsang is estimated to manage Cibabat Helper Hospital until 1950.

1.1.2 Vission, Mission, and Motto

a. Vission

Cibabat Cimahi General Hospital Leading and Creative in Health Services.

b. Mission

- 1) Increasing human resources sustainably according to service needs.
- 2) Increasing public trust in hospital services.
- 3) Improve and develop facilities and infrastructure according to the needs and development of science and technology (science and technology).

c. Motto

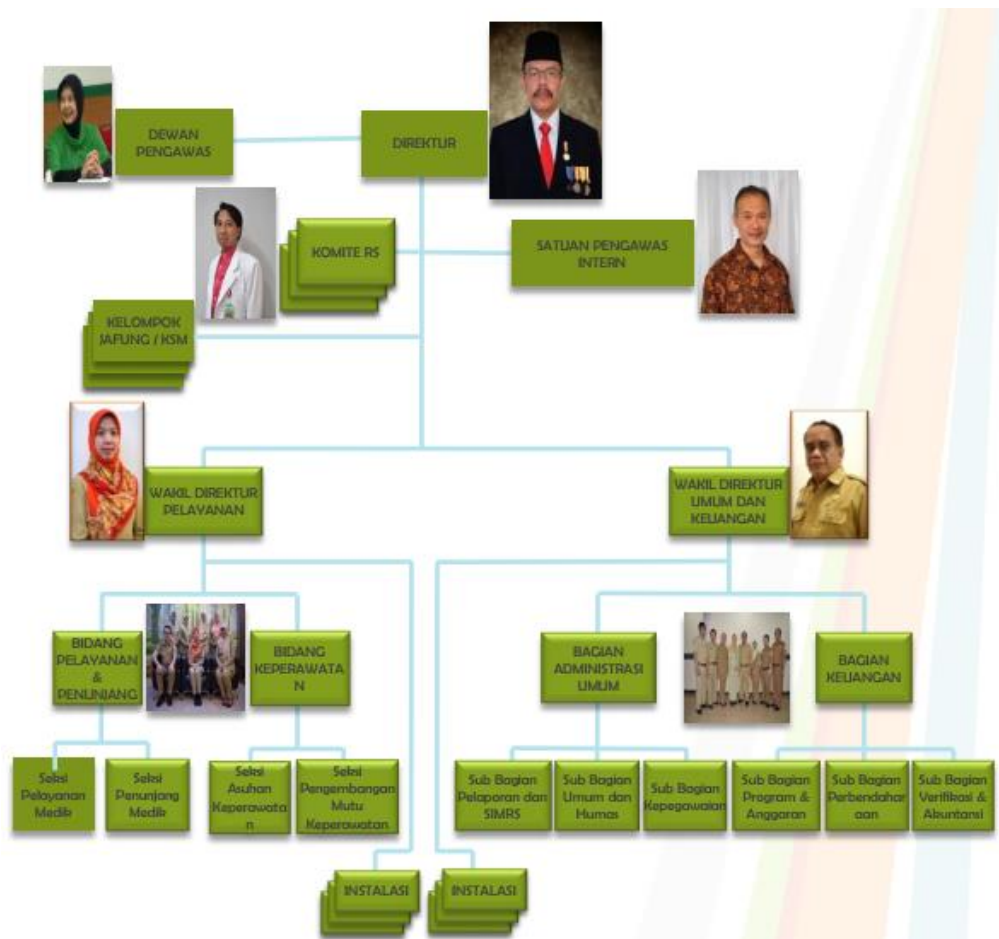
Priority On Health and Quality Service.

1.1.3 Organization Structure

Based on the Regional Regulation of Cimahi City No. 6 of 2015 on the Second Amendment to Regional Regulation No. 11 of 2012 on Regional Technical Institutions and Office of Integrated Licensing Services Cimahi City.

The decision of Director of RSUD Cibabat No.445 / Kep.2313 / RSUD-CBBT / 2016, Date 30 August 2016, About Stipulation of Organizational Structure, Duty, Function and Job Description At Cibabat Hospital Cimahi.

Figure 1. 2
Organization Structure Cimahi Cibabat General Hospital



1.1.4 Emergency Unit Service in Cibabat General Hospital

The emergency unit is a hospital service unit that gave the first 24 hours of service to a patient with a death threat and an integrated disability involving a variety of scientific discipline.

The emergency services rendered to the patient with both augend and non-comma of service :

- a. The emergency control of the Cardiovascular system
- b. The emergency of the respiratory system
- c. The emergency of the musculoskeletal
- d. The emergency of digestive
- e. The emergency of neurology
- f. The emergency of pediatric and neonates
- g. The emergency of obstery and gynecology
- h. Burn
- i. Poisoned
- j. Etc.

1.1.5 Emergency Unit Service Facility in Cibabat General Hospital

The Emergency Unit Cibabat General Hospital is supported by medical equipment that helps with emergency services for necessary life support (BHD) and advanced life support (BHL). Emergency Unit is equipped with equipment for trauma patients, for monitoring and intensive care unit (life saving) equipped with 30 beds, and equipped with Bed Side Monitor, Defibrillator, Infusion Pump, Syringe Pump, Oxygen Central, Suction Central and Emergency Trolley and adequate surgical equipment and supported by a pharmaceutical depot integrated in the emergency room building.

To maintain and improve the safety of emergency patients from hospital injuries and infections, it is equipped with health equipment and spatial planning according to the KARS Accreditation standard which consists of:

- 1) Triage Room
- 2) Perinatology Room
- 3) Children's Room
- 4) Contact Infection Room
- 5) Resuscitation Room
- 6) Non-Infection Medical Room
- 7) Surgical Action Room
- 8) Ponak room
- 9) GE / Gangrene Isolation Chamber
- 10) Bone Water Isolation Room
- 11) Moreover, Other Supporting Spaces.

1.1.6 Service Activity

To provide emergency response services in the emergency, the Emergency Unit implemented a response time for patient handling in the Triage Room for 3 minutes.

Table 1. 1
Number of Visit in Emergency Room

Kind of Patient	2016	2017	2018
New Patient	23.063	21.201	21.929
Old Patient	17.279	20.069	22.289
Total	40.342	41.270	44.218

Source: Medical Record (Cibabat) General Hospital

The visit of the year to year has increased in about 6.67%; this is because the level of public trust in the Cibabat General Hospital service, especially in Emergency

Unit has increased by the results of a customer satisfaction survey found at 89% content to be satisfied. Moreover, the emergency services are sustained by friendly, well-qualified human resources in emergency services with an adequate medical supply.

1.2 Research Background

Human resources management is an important part of the organization management that focuses on human resources. The task of extracting human resources is to systematically cultivate the human element so as to obtain the workforce that perceives it is work. Human resources management is a particular management field that studies human relationships and roles in corporate organizations. The human resource management element is the human manpower of the company. Thus the focuss learned by using human resources is a problem related to human labor Hasibuan (2010: 10).

The hospital is one of the institutions that move in health care with the responsibilities of treatment, care, working toward healing and health of the patient and seeking a healthy life for the community. The hospital's understanding is according to (Regulation of The Minister of Health The Republic of Indonesia : 2010) number 340/MENKES/PER/III/2010, suggest that the hospital is a health-care institution that regulates individual health care that provides hospitalization, outpatient care, and emergency services.

Cibabat General Hospital Cimahi is a business institution that moves on the field of health care. Cibabat General Hospital Cimahi includes B type hospital according to the Health Minister of the Republic of Indonesia number 340/MENKES/PER/III/2010 having a standardized medical care of the Basic Medical Care, Dental and Oral medical service, Mother and Child health care, Heart and Lungs, Neurosurgery and Digestives, Skin and Genitals, THT, Eyes, Nerves, Medical Rehabilitation, and Psychiatrists.

The most human resources that interact directly with the patient are nurses so that the quality of service administered by the nurses can be judged as one of the good indicators or lousy service at the hospital, Aditama (2000: 12).

According to Simamora (2004: 3), Employment Training is the whole activity to give, acquire, improve, and improve job competence, productivity, discipline, attitude, and work ethic to a degree of skill and expertise with the ladder and qualifications of the position and work.

Training is good for the organization. Iskandar (2008: 15), says that the goal of Training is to improve labor productivity because of its lack of skills, knowledge, and employment. The Training can be done with every employee in the company but, more than it can do with operational employees.

Employee performance issues are often a problem with each company. This was also experienced by Cibabat General Hospital Cimahi. Based on preliminary research, researchers are involved in identifying the performance by doing data at Cibabat General Hospital Cimahi in January 2019 was obtained information that there was an increase in nurse's performance on Emergency personnel in 2017 and 2018, in improved performance in the capacity of a nurse's duties as a work attitude, a correct performance of service, and quality of service. The progress of the work has been expected due to nursing Training such as :

Table 1. 2
Emergency Unit Nurse Training
2017 - 2018

No	Training Name	Participants	Total
1	Coaching	All nurses Emergency Unit	50 Nurses
2	Advanced Trauma Life Support		
3	Refreseher Course		
4	Advanced Cardiac Life Support		
5	Prevention Training and Infection Control		
6	Paliative Care Training Exercise		

Source: Internal Data Cibabat General Hospital Cimahi

To see how Training in the company, researchers conducted a Pilot Study in the form of a questionnaire that was directly distributed to several nurses in emergency unit at the Cibabat General Hospital Cimahi. Respondents in this small study amounted to 15 nurses who were randomly selected at the Emergency Unit in Cibabat General Hospital Cimahi. This small research is taken from the Mangkunegara theory (Priansa, 2014: 182) where there is an application of Training involving the whole in elements that include Aim and Target of Training, The Quality of Coach Trainers, Training Materials, The Training Method, and Trainees. The statement in this questionnaire has four choices, namely SD: Strongly Disagree, D: Disagree, A: Agree, SA: Strongly Agree, the results of this small study are summed up then averaged. From the distribution of the questionnaire, the following results were obtained:

Table 1. 3
Pilot Study Questionnaire

No	Training Statement	SD	D	A	SA
1	I feel the Training has expended my knowledge	0%	0%	20%	80%
2	I feel the Training has improved my skills	0%	0%	46,6%	53,3%
3	I feel the Training conveying new material to the trainees	0%	6,6%	86,6%	6,6%
4	I feel the Training is right with my job	0%	0%	66,6%	33,3%
5	I feel the material given understandable	0%	26,6%	40%	33,3%
6	I feel that the Training methods are used according to the Training objectives	0%	0%	60%	40%
7	The Training methods used to match my ability	0%	20%	40%	40%
8	I am qualified for the Training	0%	0%	0%	100%
Average		0%	6,65%	44,97%	48,3%

Source: Data is processed by researchers

Based on the results of the questionnaire's unstructural interview in a small study that researchers have done to see nurse Training, from a few questions have the result that an average of 48.3% responded answer strongly agree and 44.97% responded answer agree. But the average response to the respondents' disagree is, at 6.65%.

In each year, every employee has a work target that must be achieved. To measure employee performance, Cibabat General Hospital assesses based on individual work values. Associated with the nurse's task at Cimahi Emergency Unit

at Cibabat General Hospital, based on internal data from the hospital. Performance appraisal on companies using the KPI (Key Performance Indicator) method, in Abdullah (2014: 152) KPI (Key Performance Indicator) is a type of performance measure that tells what employees must do to improve performance dramatically. Employee performance is observed with several aspects, namely creativity, cooperation, ability and professionalism, implementation of instructions, planning, cleanliness and tidiness, and responsibility. With the performance produced by employees at the company, the company will conduct a performance appraisal of the performance of its employees conducted every quarter and then averaged in each year. This assessment relating to the assessment of individual employees in which employees will be observed the achievement of their performance results, whether the achievement of their work from 2017 to 2018 has increased based on target assessments are has been set. And the performance target set by the hospital is 85%.

As for the performance performed by employees, the company can evaluate employee performance, so the criteria for evaluating the performance of employees in Cibabat Cimahi General Hospital are presented in the following table:

Table 1. 4
Employee Performance Criteria

Range Value %	The Value of Achievement	Description
≥85	P1	Very Good
≥ 76–< 85	P2	Good
≥ 66–< 75	P3	Quite
≥ 56–< 65	P4	Bad
<56	P5	Very Bad

Source: Internal Data Cibabat General Hospital Cimahi

The performance from 2017 to 2018 which shows the work results of employees. The characteristics of individuals that characterize one person with another person are different because each has different potential and needs. Therefore

management is required to understand individual behavior in harmony with organization goals. Based on the table of criteria for evaluating nurse performance, the following are the results of the nurses' performance evaluation in the Emergency Unit at Cibabat General Hospital Cibabat from 2017 to 2018.

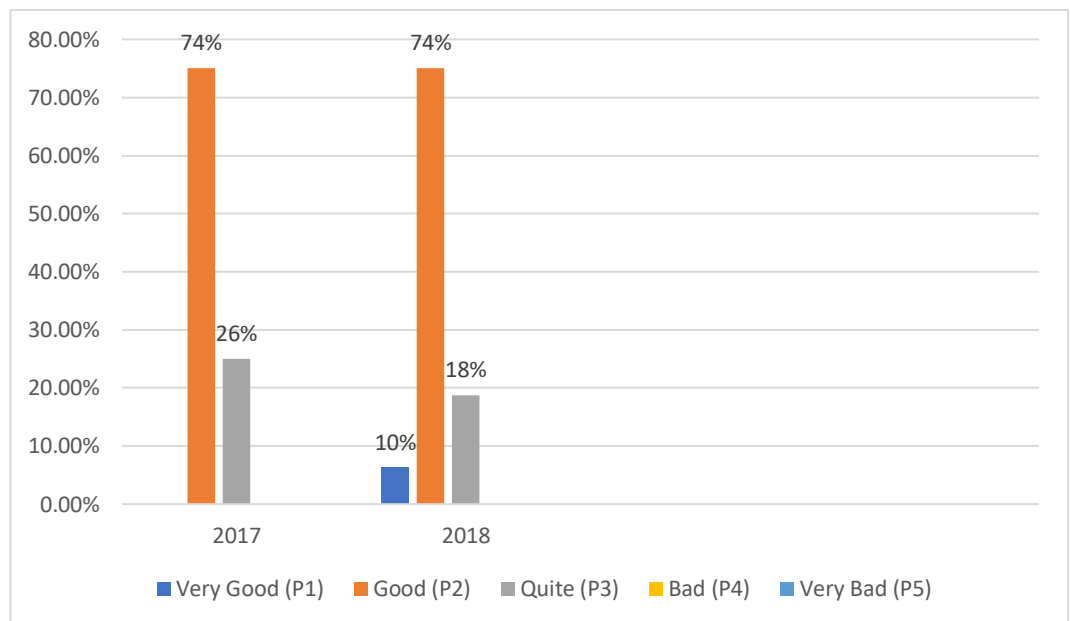
Table 1. 5
Recapitulation of Nurses Performance
Cibabat General Hospital Cimahi
2017 - 2018

Rating Criteria	Years			
	2017	Percentage (%)	2018	Percentage (%)
	Total		Total	
Very Good (P1)	0	0,00%	5	10%
Good (P2)	37	74%	37	74%
Quite (P3)	13	26%	9	18%
Bad (P4)	0	0,00%	0	0,00%
Very Bad (P5)	0	0,00%	0	0,00%
Numbers of Nurses	50	100%	50	100%

Source: Internal Data Cibabat General Hospital Cimahi

Based on the table 1.5 nurse performance assessment, the following presented nurse performance assessment chart on figure 1.2

Figure 1. 3
Recapitulation the Nurses Performance Assessment
Cibabat General Hospital Cimahi
2017 - 2018



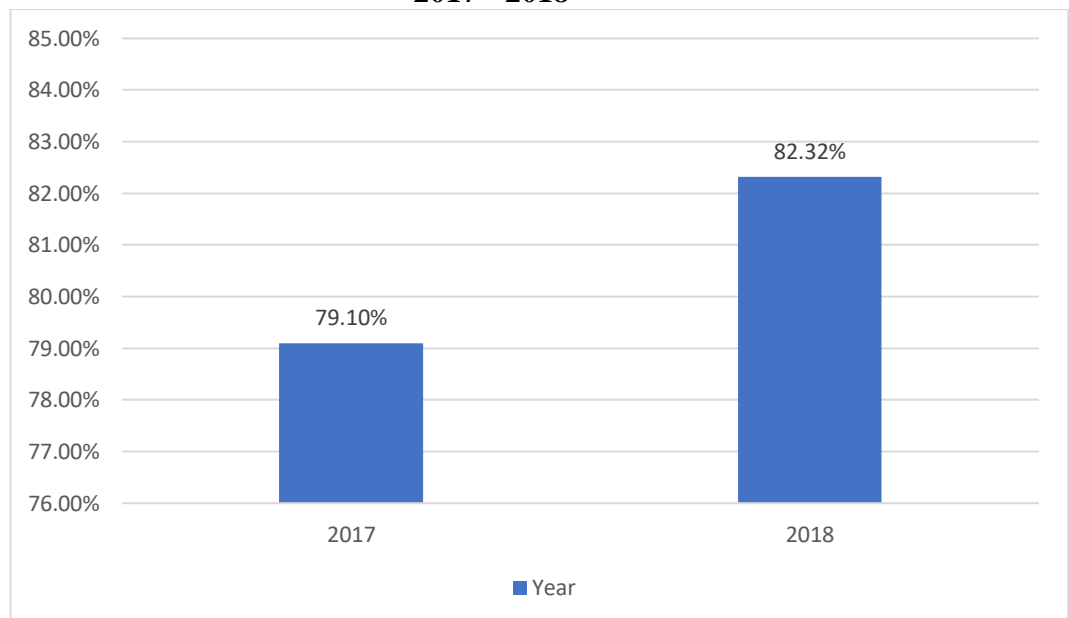
Source: Internal Data Cibabat General Hospital Cimahi

Based on figure 1.2 above, explained the nurse's performance from 2017 to 2018. In 2017, the number of nurses in the very good category was 0.00%, good 75.00%, quite 25.00%, bad 0.00% , and very bad 0.00%. Then in 2018 there was an increase, the number of nurses in the very good category was 6.25%, good 75.00%, quite 18.75%, bad 0.00%, and very bad 0.00%. Based on the picture above, it can be concluded that from 2017 to 2018 there were only a few nurses who had very good performance, then achieving nurse performance results in 2017 with a good category of 75.00% and then not changing in 2018. So It can be concluded that there are fluctuations in the achievement of nurses 'performance results from 2017 to 2018. From the recapitulation of nurses' performance appraisal, hospitals do not want

fluctuations in performance; the hospitals expects nurse performance to increase from year to year.

Based on recapitulation the nurse performance assessment above, here are the details of a nurse's performance :

Figure 1. 4
Percentage of Nurse Performance in Emergency Unit
Cibabat General Hospital Cimahi
2017 - 2018



Source: Internal Data Cibabat General Hospital Cimahi

Based on the figure 1.3 above, percentage of nurse performance in Emergency Unit can be seen that from 2017 to 2018 shows an increase of 3.22%. On the 2017 chart, the performance percentage shows 79.10%. Then in 2018, the percentage of performance has increased, which is to 82.32%. According to a statement from the head of education and Training Mrs. Oke Kurniawati S.Kep.,Ners, nurses in the emergency room at Cibabat Cimahi General Hospital still have not mastered the Training material, so they can only reach 82.32% and have not been able to reach the hospital's target of 85%.

The above description has been revealed that employees work Training is one

of the factors affecting the nurse's performance in emergency room at Cibabat General Hospital Cimahi. These conditions are often made one of the methods for improved performance by encouraging a way to develop the spirit of a nurse's work to work more effectively and efficiently. When a nurse succeeds in bringing progress to the hospital, the advantage will be achieved by both sides, for a nurse to be successful as well as the opportunity to meet the needs of their life, while for a success hospital is a means to the growth and development of the hospital itself in providing service to customers.

In order for human resources and the development of human resources, the nurses need the Training to keep them working well. Thus the fulfillment of the hospital's objectives depends upon the work of the caregivers at the attention of the importance of human resources, and the hospital needs to observe the ability of their nurse.

The ups and downs of employee performance are due to among them the employees in carrying out their work have not contributed maximally. (results of interviews with the head of Diklat). Previous data shows that the training given influences the performance produced by nurses whose results are not optimal, based on the description of the above phenomena, the author decides to do further research written in the form of a thesis entitled "**THE INFLUENCE OF TRAINING TOWARDS NURSE PERFORMANCE IN EMERGENCY UNIT AT CIBABAT GENERAL HOSPITAL CIMAHI**".

1.3 Problem Statement

The problem of human resources is a challenge for the successful management and others that depend on the quality of its human resources. If the individual in the company that human resource can run effectively then the company still running effectively. Likewise, with Cibabat General Hospital Cimahi. In the carrying out day-to-day operations of Cibabat General Hospital Cimahi still encounters various challenges and obstacles, employee turnover, and performance appraisal that does not reach the hospital target will affect customer satisfaction

service that still is unable to achieve the vision of Cibabat General Hospital Cimahi itself that is being the leading and creative in health services that always prioritizes customer satisfaction.

From the employees performance in 2017 until 2018, there are some issues regarding the performance in Cibabat General Hospital Cimahi. From the data collected, the performance of nurses is not the same, with some people getting P1, but there are also most people receiving P2 and P3. While the Hospital provides a target of 85% for nurse performance, this study aims to analyse training to improve insights, suggestions, and contributions to the Cibabat Cimahi General Hospital. So, this study entitled "The Influence Training Towards Nurse Performance in Emergency Unit at Cibabat General Hospital Cimahi" is needed.

1.4 Research Questions

Based on the background, the formulation of the problem in this study is as follows:

- a. How training of Nurses in the Emergency Unit of Cibabat General Hospital Cimahi?
- b. How the performance of nurses in Emergency Unit of Cibabat General Hospital Cimahi?
- c. How the Effect of Training on Nurse Performance in Emergency Unit of Cibabat General Hospital Cimahi?

1.5 Research Objective

A study carried out certainly has several objectives. The purpose of this study is to examine:

- a. To find out how the Training of Nurse in Emergency Unit at Cibabat General Hospital Cimahi.
- b. To know the performance of nurses in Emergency Unit at Cibabat General Hospital Cimahi.

- c. To know the effect of Training on the performance of nurses in Emergency Unit Cibabat General Hospital Cimahi.

1.6 Significance of the Study

1.6.1 Theoretical Aspect

- a. Author

This paper is a requirement in achieving Bachelor in Management of Internasional ICT Business.

- b. Educational Institution

This research will give the understanding for students to understand about the effect of training factors toward job performance.

- c. Researcher

The researcher can also have a benefit from this paper on how understanding company. In the future they could make a deeper and better analysis of this paper and generates this to everyone who needs it.

1.6.2 Practical Aspects

- a. This research could give benefit to company to increase the performance.
- b. Cibabat General Hospital Cimahi, this research can give benefit to the hospital if the Training affects nurse performance.

1.7 Writing Systematics

a. CHAPTER I PRELIMINARY

In this chapter contains the background of the issues that reveal the phenomenon of the impact of Training programs on employee performance, the reasons for the selection of topics, and the reasons for selection of research sites. Furthermore, this section also describes the formulation of problems, objectives and research and systematics writing.

b. CHAPTER II LITERATURE REVIEW

In this chapter contains descriptions of literature review theories underlie and support problem-solving, the frame of thought, research hypotheses, and scope of research.

c. CHAPTER III RESEARCH METHODOLOGY

In this chapter contains a description of research methods, namely the type of research, operational variables, research stages, population, and samples. Types and techniques of data collection, measurement scale, validity, and reliability test, and data analysis.

d. CHAPTER IV RESEARCH RESULTS AND DISCUSSION

In this chapter will be explained about the results of research and discussion of the characteristics of respondents, research results, and discussion of research results.

e. CHAPTER V CONCLUSIONS AND SUGGESTION

In this chapter is explained about the conclusions of the results of research that is accompanied by recommendations/suggestions for the companies studied.