

The Relationship Between Knowledge and Work Productivity in the Hospital Office Section

Nilawati Uly¹, Ishak², Nurul Azari², Zamli¹

Corresponding Email: zamlizam2019@gmail.com

¹Master of Public Health Study Program, Mega Buana University Palopo, Indonesia

²Public Health Study Program, Mega Buana University Palopo, Indonesia

Abstract

The objective of the research to analyze the relationship between knowledge and work productivity in office staff at the Sawerigading Regional General Hospital (RSUD) in Palopo City in 2022. This research design uses a quantitative method using a cross-sectional approach, namely a research method that places more emphasis on the time of observation of independent and dependent variable data only once at a time. This research was conducted in the office room of the Sawerigading Regional General Hospital Palopo City. The result of the research showed that there is a significant relationship between knowledge and work productivity in the office staff of the Sawerigading Regional General Hospital (RSUD) Palopo City in 2022. The statistical test results using the chi square test were obtained (p value $< .05$) = .012, so H_0 was rejected.

Keywords: Knowledge, Productivity, Office Section

Received: March 27, 2023

Revised: April 23, 2023

Accepted: May 11, 2023

Introduction

Comfort in the workplace can be realized because it is very vulnerable to accidents while working, this will cause many losses such as costs, time, work effectiveness and efficiency and will result in decreased work productivity. Things that must be considered in order to establish high work productivity. According to Hasibuan productivity is the increase in output (results) in accordance with the input (input). Increased work productivity is only made possible by efficiency (time, materials, labor) and work systems, production techniques and increased skills of the workforce, (Ridhania et al., 2019). Increased work productivity is influenced by management success. In the business world, one often hears the term the 6M's of management which consists of method, manpower, materials, money, market and machinery. Of the six factors that are the main factors in increasing work productivity are the employees or workers.

The International Labor Organization Statistics (ILOSTAT) released data on labor productivity in Indonesia with growth rates, namely 2016 (3.71%), 2017 (1.97%), 2018 (3.05%), and 2019 (3.68%). From these data, the progress of labor productivity in Indonesia tends to be low in percentage and fluctuates every year. The highest labor productivity performance occurred in DKI Jakarta Province with an intercept value of 1.1874450. Meanwhile, the lowest labor productivity performance was in East Nusa Tenggara Province with an intercept value of -0.426630. Conceptually work productivity is also influenced by several factors, among others, namely, Knowledge. Conceptually Knowledge is information that is owned by someone, especially in a specific field (Poór et al., 2018). Which according to Yuniarsih and Suwanto

(2008) knowledge in this case can be seen from the dimensions of education, experience and interests.

Knowledge is any form of information received by employees in carrying out a job. A knowledgeable employee will grow knowledge in his field of work (Thompson et al., 2001). With knowledge employees can assess cognitive abilities which include ease of interaction, ability to live in the field of work. Knowledgeable employees can easily increase their work productivity.

Taking this into account, the relationship between knowledge and employee work productivity is important to study, because these factors can affect the productivity of the Hospital in order to achieve the vision and mission of the Hospital. The objective of the research to analyze the relationship between knowledge and work productivity in office staff at the Sawerigading Regional General Hospital (RSUD) in Palopo City in 2022.

Methods

This research design uses a quantitative method using a cross-sectional approach, namely a research method that places more emphasis on the time of observation of independent and dependent variable data only once at a time. This research was conducted in the office room of the Sawerigading Regional General Hospital Palopo City. This research was carried out for 1 month until August 2022. The sample in this study was 50 people. equipment and supporting equipment used to obtain research data during the research process at the location. The equipment used in this study are: Camera, Questionnaire, observational sheet. Collecting data related to knowledge of employees, namely using questionnaires that had previously been tested for validity so that several valid questions were obtained consisting of 2 results in category 1 if the respondent answered Yes with a value of $\geq 50\%$ and category 2 if the respondent answered no with a good value with a value $< 50\%$ of the 2 categories of answers have a value of 1 = 1 and 2 = 0.

Results and Discussion

Univariate Analysis

Knowledge

Table 1. Distribution of Staff Knowledge Frequency in the Office Section of the Sawerigading Regional General Hospital in

Knowledge	Frequency	Percent (%)
Good	37	74
Not enough	13	26
Total	50	100

Work Productivity

Table 2. Distribution of the frequency of staff work productivity in the Office Section of the Sawerigading Regional General Hospital in Palopo City in 2022

Work Produktivity	Frequency	Percent (%)
Productivity accordingly	40	80
Less productivity	10	20
Total	50	100

The relationship between knowledge and staff work productivity in the office section of the Sawerigading Regional General Hospital in Palopo City in 2022

Table 3. the relationship between knowledge and work productivity of staff in the office section of the Sawerigading Regional General Hospital in Palopo City 2022

Knowledge	Work Productivity				Total		P value
	Productivity Accordingly		Lest Productivity		N	%	
	n	%	N	%			
Good	33	66.0	4	8,0	37	74,0	,012
Not enough	7	14,0	6	12,0	13	26,0	
Total	40	80,0	10	20,0	50	100	

The relationship between knowledge and work productivity in the office staff of the Sawerigading Regional General Hospital (RSUD) in Palopo City in 2022

From the results of statistical tests using the chi-square test, the value of $p = .012$ ($p < .05$) is obtained, which means that there is a relationship between knowledge and work productivity in the office staff of the Sawerigading Regional General Hospital (RSUD) Palopo City in 2022. Based on table 4.7, it shows that of the 50 respondents, who had good knowledge with appropriate productivity were 33 (66.0%) respondents and who had less knowledge and less productivity were 4 (8.0%) respondents. And those who have less knowledge but appropriate productivity are 7 (14.0%) respondents, while those who have less knowledge with less productivity are as many as 6 (12.0%) respondents. This is because some employees at the hospital already have knowledge related to work productivity, such as the benefits of work productivity. which means employees who have high knowledge can work productively and actively in ensuring the quality of hospital health services.

Employee knowledge has a relationship with the resulting productivity. Someone who is highly knowledgeable will influence his mindset, attitude, and behavior (Tariq et al., 2020). If the knowledge obtained by employees is higher, employees will get the opportunity to work. Work specialization and work placement through the level of knowledge will be able to increase productivity so that it will bring progress to the organization.

The results of this study are in line with research conducted by Chikmah (2022) which states that the level of knowledge has a significant relationship to employee work productivity. by obtaining a p value of $.000 < .05$.

The results of Nurul Hikmawati's other research show that the variable increasing knowledge has a positive and significant effect on work productivity where the value of $t_{count} = 4,236 > t_{table} = 1,674$ with a significant value of $0,000 < 0.05$ (Hikmawati, 2021).

Conclusion

There is a significant relationship between knowledge and work productivity in the office staff of the Sawerigading Regional General Hospital (RSUD) Palopo City in 2022. The statistical test results using the chi square test were obtained ($p \text{ value} < .05$) = .012, so H_0 was rejected.

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