



The Influence of Teamwork, Work Motivation, and Work Discipline on the Performance of Medical Record Employees RSUD Dr. Haryoto Lumajang

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Abstract: *This study aims to determine the Effect of Teamwork, Work Motivation, and Work Discipline on the Performance of Recording Employees at Dr Haryoto Lumajang Hospital. This study uses quantitative methods with multiple linear regression analysis techniques. Respondents in this study were all medical record employees of Dr Haryoto Hospital Lumajang which totalled 36 people. Respondents were selected using saturated sample technique. Data collection using a questionnaire consisting of three independent variables, namely Teamwork, Work Motivation, and Work Discipline and one dependent variable, namely Employee Performance. Data were analysed using SPSS (Statistical Program for Social Science). The results of this study indicate that Teamwork has no significant effect on the Performance of Recording Employees of RSUD Dr. Haryoto Lumajang, Work Motivation has a significant effect on the Performance of Recording Employees of RSUD Dr. Haryoto Lumajang, and Work Discipline has a significant effect on the Performance of Recording Employees of RSUD Dr. Haryoto Lumajang.*

Keywords: *Employee Performance, Medical Records, Teamwork, Work Discipline, Work Motivation.*

1. BACKGROUND

The modern era is arguably the most advanced era in human civilisation. Humans have increasingly developed following civilisation both in terms of mindset and social aspects. Since time immemorial, humans have had the same instinct to fulfil all their needs and desires to live a better life. To achieve this goal, humans have literally learnt to coordinate with each other to make it happen. Starting from coordinating in terms of hunting and farming in ancient times, now the lifestyle has been abandoned but not the coordination. Until this era, coordination is still carried out by mankind in many ways at work, including in organisations. Organisations exist in various places in the human environment, all work that involves many people and is coordinated in doing so is included in an organisation because there is a system that regulates its human resources to do various things so that a goal can be achieved. This brings mankind to a more modern era which of course does not escape the name of human resource management that has been done so far. The existence of human resources in an organisation is a fairly important factor in an organisation. Various forms of organisational success or failure are often determined by human resource factors. Human resource management is the process of planning, organising, implementing, coordinating, and supervising the procurement, rewarding,

developing, separating the workforce, and integrating in order to achieve organisational goals (Mangkunegara, 2004) . An organisation will not be able to run without people to run it. To achieve organisational goals, quality human resources are needed. Each individual human resource certainly has its own abilities that are useful to improve the development and progress of an organisation

Hasibuan (2019) organisation is a system of cooperation that is coordinated consciously and carried out by two or more people. An organisation can be said to be a social unit consisting of several humans who interact with each other in a certain pattern. Each member of the organisation must have a function and have their respective roles depending on the expertise along with all the competencies possessed by the individual. The organisation becomes a unit that has certain goals and so do all the rules in it. The relationship between the organisation and human resources creates a complex dynamic within it. Good dynamics will create human resources that are able to provide competitive advantages in accordance with their work so as to provide optimal performance for a company organisation.

2. THEORETICAL REVIEW

Employee Performance

Employee performance is a result of the work achieved by a person in carrying out his duties assigned to him which is based on skills, experience and seriousness and time. Sutrisno in Mulida et al. (2023) outlines that employee performance is the result that employees have done by taking into account several aspects such as the quality of work, the amount of work completed, working hours, and cooperation in order to achieve the goals set by the organisation.

Ibrahim et al. (2021) employee performance is a general term used for part or all of the activities of employees within the scope of the organisation in a period with a reference. Employee performance can be seen from the aspects of quality, quantity, work time, and cooperation between members to achieve the *goals* set by the organisation.

Teamwork

Humans are social creatures, thus cooperation is the most basic thing to be done by every human being in living their lives in the world. Cooperation is an important part of humans in achieving common goals and interests. Work success requires teamwork. Teamwork will provide energy and synergy to team members. Innovative ideas will not

emerge without effective co-operation. Amirullah in Ariandi (2023) , teamwork is a group of people who work together to achieve a goal with clear rules and work mechanisms. Teamwork or a group work system that combines various expertise with clear goals and is supported by communication and leadership results in better employee performance than individual employee performance. Activities carried out by a group of people who are members of one organisation are known as teamwork. Teamwork can improve co-operation and communication throughout the company. To achieve company goals, teams usually consist of individuals who have different expertise (Ariandi, 2023) .

Work Motivation

Motivation is a factor that encourages a person to carry out a certain activity, therefore motivation is often referred to as a factor driving a person's behaviour. This applies to every activity a person does (Sutrisno, 2017) . Mangkunegara (2016) explained that to achieve company goals, companies must provide motivation to their employees. Motivation is the driving force that encourages someone to work together, work well, and combine all their efforts to achieve satisfaction.

Work Discipline

Managers can use work discipline as a tool to communicate with their employees to get them ready to change behaviour and increase their awareness and willingness to comply with company regulations and applicable social norms. Management conducts work discipline by encouraging its members to voluntarily follow company or organisational rules and social norms (Ariandi, 2023) . Sutrisno (2017) , work discipline is defined as an attitude towards company regulations on how to perform their duties. If employees voluntarily follow the rules of their superiors and various company regulations, then work discipline is good

3. RESEARCH METHODS

Type of Research

This type of research is quantitative research. According to Sugiyono, (2020) quantitative research is research that uses populations and samples to analyse statistical data to test predetermined hypotheses. Quantitative research has realistic, concrete, measurable and clarifiable properties. The relationship between the researcher and the

researched is *independent* so that objectivity is created. While the relationship between variables is a picture of cause - effect or causal.

Research Location

This study was conducted at Dr Haryoto Lumajang Hospital, which is located at Jl. Basuki Rahmat No.5, Tompokersan, Kec. Lumajang, Lumajang Regency, East Java 67311.

Research Time

This research was conducted from June to August 2024.

Population and Sample

a. Population

According to Sugiyono, (2020) population is a generalisation area consisting of objects or subjects that have their own qualities and characteristics that are determined by researchers to study so that conclusions can be easily drawn.

Table 1. Data on the number of employees at RSUD Dr Haryoto Lumajang

No.	Position	Number of People
1	Director	1
2	Vice President of Service	1
3	Vice President of General and Finance	1
4	Doctor	56
5	Nurse	316
6	Nutritionist	11
7	Physiotherapy	2
8	Head of Field	5
9	Anaesthetist	3
10	Medical Recorder	36
11	Health Analyst	8
12	Facilities and Infrastructure Technician	6
13	Hospitality Organiser	27
14	Concierge	38
15	Janitor	49
16	Security Officer	22
17	Ambulance Driver	10
18	Director Driver	1
19	Hospital Laundry	10
20	Dental and Oral Therapist	2

No.	Position	Number of People
21	Facilities and Infrastructure Maintainer	3
22	Refractionist	1
23	Electromedical Engineering	4
24	Remembrance of the Body	6
25	General Administration	48
26	Finance Administrator	20
27	ICT Officer	4
28	Radiographer	11
29	Health Administrator	9
30	Pharmacist	15
31	Pharmacist Assistant	29
32	Midwife	49
33	Subcoordinator	11
34	Community Health Extension Worker	2
35	Psychologist	1
36	Sanitarian	3
Total		820

Source: official website of Dr Haryoto Hospital

The population that will be used as an object in this study is the medical record workforce totalling 36 workers. The data was obtained from the results of pre-research at RSUD Dr Haryoto Lumajang.

b. Sample

According to Sugiyono, (2020) defines that the sample is part of the number and characteristics possessed by the population. The sample is one part of the population that will represent the object of this research.

Since the population is below 100, the entire population will be the research sample, which is 36 people. This sampling technique is called a saturated sample. According to Sugiyono (2017) saturated sampling is a sampling technique when all members of the population are sampled, this is done when the population is relatively small, less than 30, or research wants to make generalisations with very small errors.

Research Variables

According to Sugiyono, (2020) a research variable is something in the form of anything that is determined by the researcher to study so that information is obtained about it. There are three types of variables, namely *independent* variables (free variables), *dependent* variables (dependent variables), and *intervening* variables. The variables used

in this study only use two types of variables, namely the *independent* variable and the *dependent* variable.

4. RESULTS AND DISCUSSION

After analysing and processing the data, there is a result obtained afterwards, namely in the form of answers to the formulations of the problems that have been formulated at the beginning before conducting research. The answer to the formulation of the problem is in the form of a discussion of the performance of the employees of Dr Haryoto Lumajang Hospital in terms of teamwork, work motivation, and work discipline of the employees. Discussion of the results of the study will be described as follows.

The Influence of Teamwork, Work Motivation, and Work Discipline Simultaneously on Employee Performance

The results of the analysis of the research data show that teamwork, work motivation, and work discipline together have an effect on employee performance at Dr Haryoto Lumajang Hospital. This can be seen from the results of the F test where the sig. value is at $0.0 < 5\%$. These results indicate that the regression model in this study is appropriate and means that simultaneously the variables of teamwork, work motivation, and work discipline affect the performance of medical records employees.

The Effect of Teamwork on Employee Performance

From the results of data analysis, it is known that teamwork has no significant effect on employee performance because the t test results show a value of $0.244 > 0.05$. These results indicate that teamwork does not play a significant role in influencing the performance of medical records employees at RSUD Dr Haryoto Lumajang. So that although teamwork should be able to provide a lighter burden when doing tasks, but in this study teamwork is not one of the determining factors that can shape good employee performance.

The Effect of Work Motivation on Employee Performance

From the results of the research data analysis, it is known that work motivation has a significant effect on employee performance, this is obtained from the sig value. t test which shows a number of 0.016 which means smaller than 0.05. This shows that the work motivation variable has a significant effect on the employee performance variable. These

results provide empirical support for the good of work motivation in shaping good employee performance for an agency.

The Effect of Work Discipline on Employee Performance

The results showed that work discipline has a significant effect on the performance of medical records employees at Dr Hayoto Hospital. This can be seen from the t test value with sig. $0,017 < 0,05$. With this result, of course, it also provides empirical support to improve work discipline in order to get better employee performance.

5. CONCLUSIONS AND SUGGESTIONS

Conclusion

The purpose of this study is to analyse and explain how the influence of teamwork, work motivation, and work discipline on the performance of medical staff at RSUD Dr. Haryoto Lumajang. The results of the study on the tests that have been carried out are as follows: Teamwork, work motivation, and work discipline simultaneously affect the performance of medical records employees of RSUD Dr Haryoto Lumajang.

Advice

Based on the results of the study that has been conducted, the researcher recommends several suggestions regarding the research findings that the researcher experienced. This is as a follow-up to the study that has been conducted as follows: For future reviewers, they can develop studies related to employee performance using other variables besides teamwork variables with more influential variables such as work compensation variables, information and communication technology, or other independent variables.

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