

# Effect of Organizational Culture and Work Behavior towards Performance of Sanitation Officers with Discipline Use of Personal Protective Equipment (PPE) as an Intervening Variable in Regional General Hospital Langsa

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## ABSTRACT

At a hospital, vigilance is needed as the first form of prevention of occupational diseases. Personal protective equipment (PPE) is a tool that has the ability to protect a person at work that serves to protect themselves from being exposed to infectious diseases and viruses, especially those found in hospitals, selection of PPE, especially for sanitation workers (cleaning service, laundry, ipal and technicians) who works in the hospital environment. In addition, several factors such as organizational culture, work behavior, performance, and discipline use of PPE as an intervening variable. This study aims to determine and analyze the influence of organizational culture and work behavior on performance of sanitation officers with discipline use of PPE as an intervening variable. The populations in this study were all sanitation workers (cleaning service, laundry, Ipal and technicians) at Regional General Hospital Langsa using a saturated sample in which the entire population became respondents in this study with a total of 80 people. The analytical method used is path analysis. The results showed that all variables had a positive and significant effect marked by a significant value of  $0,000 < 0.05$ , which means that organizational culture had a positive and significant effect on the performance of sanitation officers. Work behavior has a positive and significant effect on the performance of sanitation officers. Discipline use of PPE has a positive and significant effect on the performance of sanitation officers. Organizational culture has a positive and significant effect on discipline use of PPE. Work behavior has a positive and significant effect on the discipline use of PPE. Organizational culture has a positive and significant effect on the performance of sanitation officers through the discipline use of PPE. Work behavior has a positive and significant effect on the performance of sanitation officers through the discipline use of PPE. The results of the second substructure study showed that the most dominant variable affecting the performance of sanitation officers was the disciplinary variable in the use of PPE.

**Keywords:** Organizational Culture, Work Behavior, Performance of Sanitation Officers, Discipline Use of Personal Protective Equipment (PPE)

## INTRODUCTION

The hospital is one of the health service delivery units for the community. The government established a hospital as a

facilitator to maintain public health functions in order to accelerate the improvement of community health status. The existence of a hospital is very useful to

help people in need to get treatment quickly and accurately. Organizing a hospital system will not be separated from human resources, which is the most important part of all activities in the hospital. Quality human resources can be seen from the results of his work (Suriana, 2014). Performance is the result of a person's work as a whole during a certain period in carrying out tasks, such as work standards, targets or targets criteria that have been determined in advance and have been mutually agreed upon (Veithzal, 2005).

In a hospital, vigilance is necessary. Standard precautions are transformations of universal precaution, the first form of prevention aimed at preventing disease transmission. Standard precautions include hand hygiene and using personal protective equipment to avoid direct contact with the patient's blood and body fluids, prevention of injuries from sharp objects and syringes, safe waste management, sterilization of patient care equipment, and cleaning and disinfection of the environment.

The California State Department of Industrial Relations wrote that the average accident at a hospital caused 17 lost workdays per 100 employees due to an accident. Employees who often experience injuries include nurses, kitchen employees, equipment maintenance, laundry, cleaning service, and technicians. Sanitation staff (laundry, cleaning service, Ipal and technician) in the hospital environment every day cleaning all parts of the hospitalization of patients who have infectious diseases, because of the risk of experiencing illnesses caused by work and work accidents while doing work and actions exposed to trash, germs, viruses and bacteria that are inhaled and inhaled by officials, this can cause respiratory system disorders and nosocomial infectious diseases.

Management of human resources in government hospitals in order to compete with private hospitals is not an easy job for hospital policy makers. Improving the performance of quality human resources in

it must be one important thing to note because without quality human resources, even though the existing system is sophisticated, the organizational goals will still be difficult to achieve (Suriana, 2014). Performance can be known and measured if an individual or group of employees already has criteria or standards of success that have been set by the organization. If without the goals and targets set in the measurement, then the performance of a person or organizational performance may not be known if there are no benchmarks of success (Moehariono, 2012).

The main factors causing work accidents in Indonesia are behavioral factors 31,776 cases (32.06% of total cases) and 57,626 cases (58.15% of total cases) due to unsafe actions. Unsafe actions are actions that can endanger workers and others and cause accidents caused by various things such as being undisciplined in wearing personal protective equipment, not following work procedures, not following work safety regulations or working carelessly (Pratiwi, 2012).

## **LITERATURE REVIEW**

### **Performance**

Performance according to Robbins (2012) can be interpreted as a function of the interaction between ability and motivation. If something is inadequate, the performance will be negatively affected. Then Mathis and Jackson (2006) state that performance is basically what employees do or don't do. Performance management is the overall activities carried out to improve the performance of a company or organization, including the performance of each individual and work group in the company. Moehariono (2012) argues that performance as a result of performance that can be achieved by someone or a group of people in an organization both qualitatively and quantitatively, in accordance with the authority, duties and responsibilities of each in an effort to achieve the goals of the relevant organization legally, not violate the law and in accordance with morals or ethics.

### **Organizational Culture**

Culture is the total thoughts, works and results of human works, which are not rooted in their instincts, and therefore can only be triggered by humans after going through a learning process. Culture is the essence of what is important in organizations. Such as the activities of member commands and prohibitions and describe something that is done and not done that regulates the behavior of members. So culture contains what may or may not be done so that it can be said as a guideline used to carry out organizational activities (Hofstede, 2010). Robbins and Judge (2012) define organizational culture as a system of shared meanings shared by members of the organization, which distinguishes the organization from other organizations.

### **Work Behavior**

Work behavior is an individual response or reaction arising either in the form of an act or attitude or a person's perception of his work, working conditions experienced in the work environment and the management's treatment of employees themselves. Behavior is the response/reaction of an individual to stimuli originating from outside and from within (Notoatmojo, 2010). The definition of work behavior is how people in the work environment can actualize themselves through work attitudes. Where this opinion emphasizes the attitude taken by workers to determine what is done in their workplace environment.

### **Discipline**

According to Requena (2005) discipline has meaning that is teaching or following respected leaders. One of the principles forming discipline is to teach someone to do the right thing in order to get a comfortable feeling that is essential when doing something and contribute to society. A human being without strong discipline will damage the joints of his life, which will endanger himself and other humans, even

the natural surroundings. States that the main purpose of a disciplinary attitude is to direct someone so that he is able to control himself. in addition, so that the person can carry out activities with direction, in accordance with applicable regulations.

## **RESEARCH METHODS**

### **Types and Nature of Research**

This type of research in this research is quantitative descriptive. Quantitative descriptive research is a method used to research a population or a certain sample, data collection using research instruments, data analysis is quantitative/statistical, with the aim to test predetermined hypothesis (Sugiyono, 2012). This study aims to describe or illustrate the influence of organizational culture and behavior on the performance of sanitation workers through the discipline of the use of personal protective equipment from an object of research, namely at the Regional General Hospital Langsa, which is carried out through data collection and quantitative analysis (questionnaire) and testing with using path analysis.

### **Research Location and Time**

The study was conducted at the Regional General Hospital Langsa, located at Jalan Ahmad Yani No. 1 Langsa City, Aceh Province. The research will be conducted in June 2019 until July 2019.

### **Population and Sample**

#### **Population**

Population according to Sugiyono (2012) is a generalization area consisting of objects and subjects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions. The population in this study were all sanitation workers (cleaning service, wastewater treatment plants, and laundry/linen) in Regional General Hospital Langsa as many as 80 people.

#### **Sample**

The sample is part of the number and characteristics possessed by the

population (Sugiyono, 2012). Because the population is very limited, ie below 100 respondents, in this study the authors chose saturated sampling, which is a sampling technique when all members of the population are used as samples due to the relatively small population size (Sugiyono, 2012). Another term for this saturated sample is the census.

### Path Analysis

Sunyoto (2011) suggested that path analysis is an extension of the regression model used to analyze the relationship between variables. The aim is to determine the direct and indirect effects of the set of independent variables on the dependent variable. In the path analysis before the researcher conducts an analysis of the study, the researcher makes a path diagram that is used to interpret problems in the form of images and determines structural equations that state the relationships between variables in the path diagram.

Hypothesis testing uses partial test (t), simultaneous (F), coefficient of determination (R<sup>2</sup>).

## RESULT

### Sub-Structure I

Table 1 Results of Regression Analysis of Sub-Structure I Coefficients<sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	10,058	3,062		3,284	,002
1 Budaya Organisasi	,253	,073	,337	3,449	,001
Perilaku Kerja	,391	,080	,479	4,912	,000

a. Dependent Variable: Kedisiplinan Penggunaan APD

Source: Research Results, 2019 (Data Processed)

1.Organizational culture variables have tcount > ttable, namely 3.449 > 1.99 with a significant value of 0.001 < 0.05, so it can be concluded that organizational culture variables have a significant influence on discipline use of PPE. The relationship between organizational culture and discipline use of PPE is positive, which is marked by a positive sign on the value of tcount.

2.Work behavior variable has tcount > ttable which is 4,912 > 1,99 with significant value 0,000 < 0,05. This shows that the work behavior variable has a significant influence on discipline use of PPE. The relationship between work behavior and discipline use of PPE is positive, which is marked by a positive sign on the tcount.

### Sub-Structure II

Table 2 Results of Regression Analysis of Sub-Structure II Coefficients<sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	-.497	2,214		-.224	,823
1 Budaya Organisasi	,123	,053	,154	2,307	,024
Perilaku Kerja	,246	,062	,283	3,983	,000
Kedisiplinan Penggunaan APD	,609	,077	,572	7,894	,000

a. Dependent Variable: Kinerja petugas sanitasi

Source: Research Results, 2019 (Data Processed)

1.Organizational culture variables have tcount greater than ttable, namely 2.307 > 1.99 with a significant value of 0.024 < 0.05 so it can be concluded that organizational culture variables have a significant influence on performance of sanitation officers, and it can also be seen that cultural variables The organization has a positive influence on performance of sanitation officers, which can be seen in a positive sign on tcount, which shows that if the culture of the organization has improved then it will be able to improve performance of sanitation officers.

2. Work behavior variable has tcount > ttable that is 3,983 > 1,99 with significant value 0,000 < 0,05. This shows that the work behavior variable has a positive and significant effect on the performance of sanitation officers. If work behavior improves, this will improve the performance of sanitation officers.

3. Discipline variable using PPE has a tcount > t table that is 7.894 > 1.99 with a significant value of 0.000 < 0.05. This indicates that discipline use of PPE has a positive and significant effect on the performance of sanitation officers, which means that if the discipline use of PPE has increased it will improve the performance of sanitation officers.

### Path Analysis Sub-structure Test Results

Based on the results of the first and second sub-structure path analysis test, a path diagram can be drawn, namely:

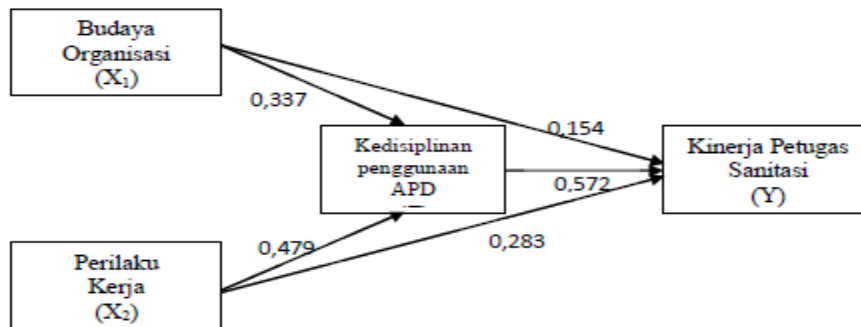


Figure 1 Path Diagram

#### Direct Effect

The direct effect between the independent variable (X), the intervening variable (Z), and the dependent variable (Y) in this study can be seen in the following explanation:

- 1.The direct effect of organizational culture variables on discipline use of PPE ( $X_1 \rightarrow Z$ ) is 0.337.
- 2.The direct effect of work behavior on discipline use of PPE ( $X_2 \rightarrow Z$ ) is 0.479.
- 3.The direct effect of organizational culture on performance of sanitation officers ( $X_1 \rightarrow Y$ ) is 0.154.
- 4.The direct effect of work behavior on performance of sanitation officers ( $X_2 \rightarrow Y$ ) is 0.283.
- 5.The direct effect of discipline use of PPE on performance of sanitation officers ( $Z \rightarrow Y$ ) is 0.572.

#### Indirect Effect

The indirect effect between the independent variable (X), the intervening variable (Z), and the dependent variable (Y) in this study can be explained as follows:

- 1.The indirect effect of organizational culture on performance of sanitation officers through discipline use of PPE ( $X_1 \rightarrow Z \rightarrow Y$ ).  
 $X_1$  through Z with respect to Y =  $0.337 \times 0.572 = 0.193$ .
- 2.The indirect effect of work behavior variables on performance of sanitation officers through discipline use of PPE ( $X_2 \rightarrow Z \rightarrow Y$ ).

$X_2$  through Z with respect to Y =  $0.479 \times 0.572 = 0.274$ .

#### Total Effect

Total effect is the amount of direct influence plus the amount of indirect effect. The following is a table of total influence values in this study.

- 1.The value of the direct effect of organizational culture variables ( $X_1 \rightarrow Y$ ), which is 0.154 is smaller than the value of the indirect effect of organizational culture ( $X_1 \rightarrow Z \rightarrow Y$ ), which is 0.193, so it can be concluded that This variable has an indirect relationship and the relationship between the  $X_1$  and Y variables is positive.
- 2.The value of the direct effect of the variable work behavior ( $X_2 \rightarrow Y$ ), which is 0.283 is greater than the value of the indirect effect of work behavior ( $X_2 \rightarrow Z \rightarrow Y$ ), which is 0.274, so it can be concluded that The variable has a direct relationship and the relationship between the X2 and Y variables is positive.

### CONCLUSION AND SUGGESTION

#### CONCLUSION

Based on the results of research and discussion that has been described previously, the conclusions drawn are as follows:

- 1.Organizational culture has a positive and significant effect on performance of sanitation officers.
- 2.Work behavior has a positive and significant effect on performance of sanitation officers.
- 3.Discipline use of PPE has a positive and significant effect on performance of sanitation officers.
- 4.Organizational culture has a positive and significant effect on discipline use of PPE.
- 5.Work behavior has a positive and significant effect on discipline use of PPE.
- 6.Organizational culture has a positive and indirect effect on performance of sanitation officers through discipline use of PPE as an intervening variable.
- 7.Work behavior has a positive and direct effect on performance of sanitation officers through discipline use of PPE as an intervening variable.

#### SUGGESTION

Based on the results of discussions and observations during the study, the authors propose a number of suggestions as input and evaluation for Regional General Hospital of Langsa as well as for further researchers who wish to develop similar research.

- 1.To carry out and further enhance the organizational culture in accordance with the motto that serves as a guideline for the entire Regional General Hospital of Langsa for the achievement of Quality and service in accordance with the Vision and Mission of the Regional General Hospital of Langsa.
- 2.With the duties and responsibilities given by the Regional General Hospital of Langsa, sanitation officers are expected to continue to maintain health and a healthy lifestyle, in order to stay focused at work and provide optimal performance to the Regional General Hospital of Langsa.
- 3.As a reference for further researchers to conduct this research study, can conduct

exploration by developing other factors that affect the performance of sanitation workers in carrying out work that is vulnerable to exposure to diseases and viruses and germs that exist in the hospital environment.

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