

Assessment of Performance of Human Resources in Health Department Library East Java

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Abstract: The purpose of this study to analyse the shortcomings in the performance of human resources in the Library East Java Provincial Health Office. Solve the problems faced by human resources for work in the Library East Java Provincial Health Office in evaluation activities are used as a repair will be of service to users. This study used qualitative methods and direct observation in the field located in the Library of the East Java Provincial Health Office. The results of this study revealed that the Library East Java Provincial Health Office has a variety of problems ranging from the minimal amount of background librarians and library are gaining knowledge or information manage a library of training activities. The gap between new librarians and librarians who have long worked in the Library of Health Office of East Java Provincial Library. The Head of the Library has a way to solve the problem of gaps by means of communication by persuasion to solve problems when coordinating. When coordinating or communicating horizontally and vertically so far there is no problem. So, from previous studies with the characteristics of its characteristics owned by individuals in an organization that is affected by communication and coordination in the organization.

1 INTRODUCTION

Librarian is the human resources working in the library, take care of all the sustainability, the needs, and activities of the Library (Romadhona 2022). Human resources are an important component in an organization or institution, such as the institution of the library as a source of information for users who will be able to meet the needs of users in obtaining information (Sunnyowati et al. 2022). Human resources, where employees and employers serve as a strategic asset to any organization that can determine its survival (Subagyo et al. 2022). Performance assessment is aimed at a sustainable and flexible process involving managers and they manage to act as a partner, in a framework that establishes how they can work together to achieve the desired results (Agyen-Gyasi & Boateng, 2015).

Therefore, librarians are required to work maximal achievement this was done as a destination library, one of which is the level of satisfaction and fulfilment of needs customer information to be provided by librarians (Romadhona, Kurniawan, et al. 2022). The findings also revealed that the librarian, by the nature of their profession, are

equipped to engage in interdisciplinary research and strongly opposed to the idea that they do not have the skills and knowledge to such involvement (Igbinoia, 2017). Librarians as employee performance management / employee of the library who are in these institutions, it is also an effect on the evaluation or assessment of the work done by the existing human resources so that human resource management is very important (Romadhona, Subagyo, et al. 2022).

Librarian in Library of the Provincial Health Office of East Java is arguably very minimal which consists of one head of the Library, one librarian and one technician with a different background as head of the Library who has a background of graduates D4 midwife, librarian with a background of high school education, and technicians with the background of high school graduates. This is very worrying because this library has a library of human resources is minimal and does not have a background in the library at all, the human resources of the library here only have a library science through training.

The purpose of this study is to determine the problems that exist in the Library East Java

Provincial Health Office and solve the existing problems. So that future performance of human resources owned by the Library of East Java Provincial Health Office can work and serve users with better again.

2 LITERATURE REVIEW

Measurement of employee performance by (Darma, 2003), Consider the following matters:

1. Quantity
Measurement of an employee's performance can be seen from the quantity of work completed in a certain time. With the quantity of an employee have the ability or confidence to do the organizational work.
2. Quality
Rate an employee is to look at the quality of the work done as expected. Completion is not only visible from the settlement but seen from the skills and results.
3. Punctuality
Namely the suitability of the planned time.

Library East Java Provincial Health Office is a library that stands as one of the facilities are open to the public (Romadhona, Subagyo, et al. 2022). The performance assessment of the human resources is also very noteworthy (Romadhona 2020). Library East Java Provincial Health Office has an assessment of the performance of its human resources to improve the quality of service provided to users of the library (Hernoko et al. 2022). Users can meet the need for the information it needs to take advantage of library materials in the library according to the needs of everyone. Assessment of the performance has its own purpose and function as a tool for improvement of quality of service so that visitors more comfortable when accessing the library.

3 RESEARCH METHOD

The method used in this research convinced by the case study method of qualitative research approach by observation and interview with employees in the Library East Java Provincial Health Office. Selection of a qualitative research approach aims to get the data depth and detail. In conducting observations and interviews authors collected information about the services already provided by

the existing human resources and with a background in human resources who do not have knowledge about the library before attending various trainings. The author uses a qualitative method of direct observation in the field that is in the Office of East Java Provincial Health Office.

4 RESULTS AND DISCUSSION

4.1 Quantity

4.1.1 Division of Task

Trans Theoretical Model (TTM) is a useful model for accessing the readiness to act in a healthier behaviour or stop unhealthy behaviours that include process steps and principles of behavioural changes in humans. Stages of behaviour change include precontemplation (not intended), contemplation (no intention), determination (a plan), action (real action), relapse (relapse) and maintenance (maintenance) (B. Hardjojo, 2012).

The division of tasks in the Library East Java Provincial Health Office in accordance with job desk, respectively. Where every individual is astute enough to work on the assignment that has been given and quite timely.

There are some differences in the weights for each worker because everyone has different abilities and strengths. Such a difference in the task of weeding books, activity books envelop birthday, data input through a database of books that have been targeted.

4.1.2 Obstacles

Less successful communication within the organization caused partly because of the characteristics of the dynamic nature of the organization, where the organization is an open system that is constantly changing because it always faces new challenges from the surrounding environment and the need to adjust to the ever-changing environment.

A communication process is successful if the message or the meaning conveyed by the communicator received complete and intact by the communicant and understood and interpreted correctly by the communicant, like understanding or perception of the communicator. Moreover, it may create equality between national cultural perspective, the ethical ideology described by

religion and moral philosophy (Al-Nuaimi et al., 2017).

There is definitely a problem when speaking to the one of the workers who had long worked and felt that it was his library so that as the Head of the Library to communicate by means of persuasion as a way of solving problems while coordinating. When coordination or communication horizontally and vertically so far do not have a problem, so there is no subjective bias can decide the level of actual performance of employees and management's perception of the level of the employee's performance (Evans & Bae, 2017).

So, from previous studies with their characteristic properties owned by individuals within an organization affects communication and coordination in the organization.

4.1.3 Factors Responsible Select Task

Fishbein Theory of Reasoned Action states that developed to better understand the relationship between attitudes, intentions, and behaviours. Theory of Reasoned Action asserts that the most important determinants of behaviour are intention. Direct determinant of individual behavioural intention is the attitude toward the behaviour and subjective norms related. The attitude of the individual is determined belief in the impact or the nature of a behaviour based on their subjective norms (Trafimow, 2009). Social Cognitive Theory also provides a comprehensive understanding, prediction and change human behaviour through dynamic relationship and mutual influence (reciprocal determinism) between personal factors, behaviour and environment are interrelated (R. T. Nabavi 2012).

Factors division in charge of the task at the Library East Java Provincial Health Office based job desk respectively by orders from above as the head of the library to focus the division of tasks corresponding field. For librarians and library chief tasks associated with the library while the technician working on technical tasks related to the library

4.1.4 Additional Human Resources

The Library Head of East Java Provincial Health Office has applied for additional human resources that have the skills of a librarian. Requests for additional human resources have already been submitted from the beginning of the year, but the human resources according to the needs still come. Possible human resources are derived from nutritional academy is scheduled to be closed so that

the librarian or the worker must return to the shade of UPT. If the library wants to go forward, there must be a librarian needed only one who was really a librarian.

4.2 Quality

4.2.1 Performance Assessment System

Performance is the translation of the performance, which means the work of a worker, a management process or an organization as a whole, where the results of such work must be shown proof in concrete and measurable (compared to the standard that has been set).

System performance appraisal contained in the Library of the Provincial Health Office of East Java directly delivered by the Head of the Library is using the contract system at the beginning of the year that should be implemented as a reference work in the future or at the end of the year there will be a performance assessment for one year who was named target employee (SKP). Ratings used are the standard performance of Civil Servants stipulated in Government Regulation No. 46 Year 2011 which remuneration.

Of assessment given that refers to the beginning of the year performance agreement in accordance with the standards of Civil Servants ratings because employees Library East Java Provincial Health Office is Servant that use the employee performance appraisal system goals (SKP) conducted at the end of the year.

4.2.2 Quality Indicators

The theory of social responsibility was born because of the demands of responsibility itself. Social responsibility is the moral realm, so that the position is not the same with the law. Morale in social responsibility more to the outward act that is based entirely on the inner attitude, attitude and good deeds are truly selfless. While the legal responsibilities more emphasis on outward demeanour conformity with the rules, although such action is objectively not wrong, maybe both and in accordance with the views of moral, legal and compliance cannot serve as the basis to draw a conclusion because they do not know the underlying motives or intentions, Quality indicators used re-use employee performance goals (SKP) which has been determined by the government to evaluate the performance of employees / staff of the library.

4.2.3 Figures

Evaluation used by the Head of Library East Java Provincial Health Office is referring to the agreement the work done at the beginning of the year which will issue a one-year performance results that employee performance goals (SKP). Can be seen from the results of employee performance goals (SKP) each individual human resources, if there are results that are not in accordance with the agreement so that future human resources in question should pay attention and should improve on the points that have not been fulfilled.

So, it can be seen from the way the evaluation of the Head of Library East Java Provincial Health Office is very simple. With the previous research that says that improved performance, feedback on the implementation of work allows employees, managers and personnel departments can improve their activities to improve performance.

4.2.4 Impact on Productivity Employee Performance Appraisal

The employee performance appraisal results affect the awards will be given by the company in return for the company. The better the performance evaluation results of an employee, the higher is also an award given by the company. A factor motivating factors awards held by a company for its employees. This means that the award of the institution as a motivator be an important factor to improve employee motivation to work. The higher award given by an institution should be able to encourage employee motivation to work even harder to produce better performance. Improved the alignment of library assessment process can improve the efficiency of the assessment process, the effectiveness of the results of the assessment process (White, 2008).

The performance assessment is a very real impact on the performance appraisal system even Civil State Apparatus (ASN) or Civil Servants (PNS) previously used system of employee performance goals (SKP) will be converted into remuneration. With the conversion of the performance appraisal system, employees need to be more productive because the system changed so that wages adjust to the employee productivity.

4.2.5 Program Development and Quality Improvement Services

Consider the purpose and use of performance indicators in relation to the mission and goals (Richard, 1992). User satisfaction will be created if

the expectations of the users can be manifested by the library. Many benefits can be obtained by the library to achieve a high level of user satisfaction, which is able to increase user loyalty, improve the reputation of the library, as well as improving the operational efficiency of the institution. Users are very satisfied will spread positive stories of mouth or in other words, will be a walking advertisement for the institution, and certainly will reduce costs or maximize efforts in order to attract new users.

4.2.6 Decision Maker

The role is a set pattern of behaviour that is expected of a person or system, because the system holds an individual or a position within a business unit or an organization. Thus, the existing position on the person or system is demanded to behave in accordance with the position or function held.

Thus, we can conclude one's role in the environment is always linked and are associated with status or position within that environment. And the same thing will happen in an organization or company. Each holder has the right roles, duties and obligations as well as specific responsibilities that cause costs or fees on these involvements.

Decision-making in the library of East Java Provincial Health Office is the Head of Sub - Division of Administration. In submitting a budget or another, the head of libraries and staff make the details later through the head librarian of all of those were given to the head of the administration subsection of East Java Provincial Health Office. With the entire performance of the bureaucracy there can be handled properly.

4.3 Timeliness

4.3.1 Accuracy of Task Completion

Employee performance is the result or employee performance assessed in terms of quality and quantity based on labour standards specified by the organization. The excellent performance is the optimal performance, the performance of appropriate standards organization and support the achievement of organizational goals. Good organization is the organization trying to improve its human resources, because it is a key factor for improving the performance of employees.

The accuracy of task completion is a time management in working and the accuracy of the employee in completing the work. Suitability of working hours is the willingness of employees to

meet company rules relating to the timeliness of entering / leaving work and attendance. Completion of the task in the Library of the Provincial Health Office of East Java quite an impact on the results of performance assessment that has been carried along with the replacement of the scoring system for the Reform of Civil State (ASN) make employees inevitably complete the work in accordance with the purpose, so if the employee does not finish then these activities are not written in the list of performance appraisal of Civil State Apparatus (ASN) or Civil Servants (PNS).

4.3.2 Library Performance Appraisal Model Library East Java Provincial Health Office

The performance assessment aims to assess how well the employee has carried out and what they need to do to be better in the future. In the assessment of the performance in the Library East Java Provincial Health Office to keep using performance assessment employee performance target system (SKP) in accordance with the assessment for the Civil Service or the State Civil officers. But in early 2019 over the performance assessment will be renamed remuneration and do not use the system employee performance target system (SKP). While remuneration is the overall amount of compensation received by employees for their work and the service he has done. By using the latest valuation models that have been approved and will be used in the new labour contract, all activities undertaken are recorded and reported so that remuneration in accordance with the individual's productivity.

4.3.3 Clarity of Authority and Responsibility

In an institution operating system, human resource potential is basically one of the capitals and holds a most important role in achieving the objectives of the company. Therefore, companies need to manage Human Resources as possible. Because the key to success of a company is not only the benefits of technology and the availability of funds only. But the human factor is the most important factor as well, Institutions that have a good organization and regularly most likely will not encounter obstacles in their job effectively (preferably / maximum). And vice versa when an institution does not have a good organization and regular. Thus, in implementing the tasks and work presented by the leadership to subordinates will be an obstacle. This is caused by

the absence of a sense of responsibility in carrying out the tasks assigned by the leadership to subordinates. The powers and responsibilities in the Library East Java Provincial Health Office is in conformity with the tasks that have been given by the leaders to subordinates.

4.4 Discussion

Human resources exist to evaluate the performance using the performance appraisal system of existing employees in the Library of the Provincial Health Office of East Java using the contract system at the beginning of the year that should be implemented as a reference work in the future or at the end of the year there will be a performance assessment for a year named employee performance target system (SKP). The performance appraisal process is an important part in ensuring that the development of employees with regard to organizational goals clear (Wilson & Western, 2000), Ratings used are the standard performance of Civil Servants i.e. remuneration. employee performance target system (SKP) has a pretty good impact because human resources have a responsibility to maximize the achievement of the ministry as a performance assessment.

5 CONCLUSIONS

Measurement of performance in carrying out duties in accordance with the standards specified for the Reform of Civil State (ASN) or Civil Servants (PNS), which is the target system employee performance (SKP) present in the employment contract at the beginning of the year as the reference implementation of the task and the end of the year evaluation of performance results. However, in early 2019 employee performance target system (SKP) was replaced with a remuneration system that is the overall amount of compensation received by employees for their work and the service he has done.

For qualifying the existing workforce at the Department of Health Library East Java still does not meet the National Standards for Special Libraries Library that is the number of library staff (librarians) who have qualified in the field of library at least 1 (one) per 75,000 inhabitants of the authority. Qualifications head of the library is also not meet given standards National Standard Library is the Head of Libraries at least educational background S1 / Diploma library or S1 / Diploma non libraries with training library field. While the

head of the library in East Java Provincial Health Office is not a background but D3 (Diploma) library.

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