

## Analysis Of Factors Affecting The Performance Paramedic At Hospital Royal Prima Medan

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### Abstract.

*Paramedics as human resources run health services in hospitals. Paramedic performance is closely related to the quality of hospital services. The purpose of this study is to analyze the factors that affect the performance of paramedics at RSU Royal Prima Medan. This type of research is quantitative research with a cross-sectional design. The location of this research was conducted at RSU Royal Prima Medan. The research sample is all paramedics at RSU Royal Prima Medan as many as 112 people. The survey data were analyzed using the chi-square test and logistic regression. The results showed that there was an influence of motivation on the performance of paramedics ( $p = 0.000 < 0.05$ ), there was an effect of ability on the performance of paramedics ( $p = 0.000 < 0.05$ ), there was an effect of knowledge on the performance of paramedics ( $p = 0.000 < 0.05$ ), there is an effect of the work environment on the performance of paramedics ( $p = 0.000 < 0.05$ ), there is the effect of incentives on the performance of paramedics ( $p = 0.000 < 0.05$ ), there is an effect of promotion on the performance of paramedics at the Royal Prima Hospital Medan in 2021 ( $p = 0.000 < 0.05$ ). The variable that most dominantly influences the performance of paramedics at RSU Royal Prima Medan in 2021 is the motivation variable with a p-value of 0.016, OR = 4.182 (95% CI = 1.300-13,448). So the suggestions in this study are expected that hospitals can minimize these factors by redesigning work to reduce role ambiguity and paramedic boredom at work. there is the effect of incentives on the performance of paramedics ( $p = 0.000 < 0.05$ ), there is an effect of promotion on the performance of paramedics at the Royal Prima Hospital Medan in 2021 ( $p = 0.000 < 0.05$ ).*

**Keywords:** Motivation, Knowledge, Incentives, Work Environment, Performance

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### I. INTRODUCTION.

Every organization is required to optimize and manage human resources. The management of human resources cannot be separated from paramedical factors which are expected to be able to perform as well as possible and can provide optimal contributions to the achievement of organizational goals. Likewise, efforts to improve the quality of human resources in the health sector need to be considered, especially to support the implementation of regional autonomy in creating health workers who have quality and have high dedication in devoting themselves as health agents that are needed by the community (Dessler, 2016). One of the organizations in the health sector is a hospital. The hospital is one of the health facilities that provide health services to the community and has the opportunity to accelerate the improvement of the community's health status. According to the Republic of Indonesia Law Number 44 of 2009, a hospital is a health service institution that provides complete individual health services that provide inpatient, outpatient, and emergency services (Kemenkes RI, 2016). The hospital as one of the health care institutions has had autonomy so that the hospital is required to provide the best service with the most effective management possible. This is due to any inappropriate decision making will result in efficiency and a decrease in hospital performance (Anwar, 2019). Health services that are currently developing in hospitals are not only about hospital buildings (such as size, complexity, number of units), the number of qualifications of medical and non-medical staff, financial systems, and information systems, but also regarding the quality of service quality for health workers in providing services.

The implementation of health services by these objectives, various types with various scientific tools must be integrated, one of the most important in the circle of service providers is paramedics. Paramedics are health workers who play an important role in health services in hospitals and are

required to provide quality performance, must be able to provide quality services. Therefore, paramedical services have a major contribution to improving the quality of hospital services (Mangkunegara, 2018). The importance of the performance of paramedics in hospitals greatly influences the implementation of the agency's goals, namely to improve services to the community, especially in the process of monitoring and fostering the need for information and health services. Performance appraisal of paramedics (performance appraisal) is a key factor to develop an organization effectively and efficiently, for better policies or programs. Performance as a consequence of community demands for the need for high-quality services. Quality health services are achieved by increasing their efficiency and effectiveness. Hameed and Waheed's research shows that the success or failure of a hospital depends on the performance of paramedics. Success can be achieved by improving the quality of services and meeting the requirements set by taking into account the social values that exist in the community. The results of research conducted by Toso & Dharma show that the performance of paramedics in primary health care in the UK is that paramedics perform tasks according to their roles, such as: consulting, monitoring the chronic condition of patients, conducting communication and comprehensive paramedics (Anjarsari, 2014). Performance is the real work of paramedic work that can be measured and by the standards of work in an organization (Susisono, 2017).

Paramedics as human resources run health services in hospitals. Paramedic performance is closely related to the quality of hospital services. Paramedic performance appraisal is a periodic assessment of the performance of a paramedic's work. The purpose of performance appraisal is to determine the success or failure of a paramedic and to find out the drawbacks and strengths of the paramedic concerned in carrying out their duties. Based on this background, it can be concluded that if paramedics experience a decrease in performance, it will have a negative impact on unprofessional work attitudes both to patients and their families. In addition, stress results in unstable paramedics emotions. Emotional imbalances can lead to unhealthy emotional impulses. This unhealthy emotional impulse can hinder the career and performance of a paramedic because of the decrease in motivation, enthusiasm and perseverance in working. On the other hand, people who are able to manage and control their emotions so that they are able to build harmonious relationships with other people are emotionally intelligent people. The community and patients act as paramedic clients in reality often do not want to know about the obstacles faced by paramedics. This is where skills and attitudes are needed in managing emotions for paramedics so that these unfavorable conditions or obstacles do not cause negative emotions to appear in paramedics which can have an impact on performance which ultimately harms themselves and the hospital.

Paramedics who are less able to manage their emotions will be easily influenced by situations outside themselves. This can increase the level of stress experienced by paramedics, which has an impact on paramedics being less sympathetic in providing services to patients and has a negative impact on their work and decreasing performance (Potu, 2013). Paramedics who have poor work engagement with hospitals can be detrimental to hospitals because of a decrease in the welfare of paramedics and their productivity (Shuck & Jr., 2014). Paramedics who do not have work attachments to the hospital where they work, will easily resign from the hospital and look for work at another hospital. This becomes a problem for the hospital because the hospital suffers losses in terms of energy, time and material. Therefore, the role of human resources, namely paramedics who are hospital assets, is very important, especially paramedics who have work commitments. Work engagement is one way for hospitals to measure investment in human capital (Orgambidez-Ramos, Borrego-Alés, & Mendoza-Sierra, 2014). Paramedics who have work engagement will feel more energized, have an effective relationship with their work (Hakanen & Schaufeli, 2012). Of course, hospitals expect that the majority of paramedics will have work engagements, but this cannot always be realized and becomes a challenge for hospitals. Bakker, Schaufeli, Leiter and Taris (2008) state that engagement is a unique concept that is best predicted by work resources (autonomy, supervision, coaching, performance feedback) and personal resources, for example optimism, self-efficacy (a belief that an individual can do something successfully (Greenberg, 2011), self-esteem (how high an individual views himself or himself) (Greenberg)

## II. LITERATURE REVIEWS.

### 2.1. Understanding Performance

Performance is the appearance of individual work or workgroups both in quantity and quality in an organization (Ilyas, 2012). Mangkunegara (2009) argues that performance is the result of work in quality and quantity achieved by a person in carrying out his duties by the responsibilities given to him. Performance is the result of work that has a strong relationship with the strategic style of the organization, customer satisfaction, and contributes to the economy (Wibowo, 2007). Performance is the appearance of personal work both in quality and quantity. The appearance of the work is not limited to personnel holding positions (functional and structural), but also the entire line of personnel within the organization (Ilyas, 2012). Performance can be in the form of individual or group work performances. Organizational performance is the result of the complex interaction and aggregation of the performance of several individuals in the organization. Wirawan (2013) suggests that paramedic performance is the result of a synergy of several factors, namely paramedic internal factors, paramedic internal environmental factors, and paramedic external environmental factors. Paramedic performance appraisal is one of the hospital management efforts that aim to improve and improve the quality of paramedical services (Ginting & Setiawan, 2012) and is a monitoring measure used by paramedical managers to achieve organizational goals (Gillies, 1996). Thus it can be concluded that performance is the result achieved by a person or group by the duties and responsibilities of an organization.

### 2.2. Factors Affecting Performance

Wirawan (2013) suggests that paramedic performance is the result of a synergy of several factors, namely paramedic internal factors, paramedic internal environmental factors, and paramedical external factors. Paramedic internal factors are factors from within the paramedic which are innate factors from birth and factors that are obtained when the paramedic develops. Innate factors such as talent, personal nature, physical and psychological conditions (stress). The next factor is the internal environmental factors of paramedics where in carrying out paramedical duties requires organizational support. This support greatly affects the high and low performance of paramedics. The compensation system, organizational work climate, organizational strategy, as well as the support of resources needed to carry out the work are factors of the organization's internal environment that support the implementation of tasks.

The last factor is the paramedic's external environmental factors, namely the circumstances, situations, events, that occur in the external environment of the organization that affect the performance of the paramedics, for example, the economic crisis and community culture. Ilyas (2012) said that performance is influenced by demographic and supervision factors, namely age, length of work, and supervision. The older a person is, the higher the need for self-actualization when compared to his physiological needs, as well as the length of work, where work experience will affect a person in interacting with the work he does. In the supervision factor, there is a process that spurs organizational members to contribute positively so that organizational goals can be achieved. According to Ilyas (2012), states that there are three groups of variables that affect performance and behavior, namely:

1. Individual variables, which consist of sub-variables of ability and skill, physical and mental, family background, experience, social level, and demographic factors. Demographic factors have an indirect effect on individual behavior and performance.
2. Psychological variables, which consist of perceptions, attitudes, personality, learning, and motivation. Psychological variables are very complex and very difficult to measure.
3. Organizational variables, consisting of sub-variables of resources, leadership, rewards, structure, and job design.

According to Asad (1995), factors related to performance are: 1) social factors, which are factors related to social interaction between workers and superiors and fellow paramedics, 2) psychological factors, which are factors related to paramedical psychology such as interest, intelligence, education, attitude towards work, talents, and skills.

### 2.3. Paramedic Performance

Paramedic performance is a series of paramedical activities that have competencies that can be used from the results of applying effective knowledge, skills, and considerations. Paramedic performance in its implementation must be able to work together with other parties related to their duties so that the services provided to clients as individuals, families, groups, and communities can be optimal (Ismani, 2001).

### 2.4. Assessment principles

According to Gilles (1996), to evaluate subordinates appropriately and fairly, managers should use certain principles, namely: (1) Job evaluation should be based on behavioral orientation standards of work implementation; (2) the behavior of the paramedic which is percentage should be observed in evaluating the performance of his work. Research should be given to evaluate the general behavior or behavior consistently and to avoid things that are not desirable; (3) paramedics should be provided with the framework, standards of work implementation, and forms of evaluation for review; (4) in the implementation of the paramedic work assessment, the manager should show how the work implementation can be satisfactory and what improvements are needed; (5) the manager explains which areas are prioritized along with the paramedics' efforts to improve work performance; (6) the evaluation meeting should be held at a time that is convenient for the paramedic and the manager, the evaluation discussion should be held at a time that is suitable for both. According to Notoatmodjo (2003) in the book of human resource development, the principles of job appraisal include: (1) appraisal must be job related, meaning that the appraisal system must truly assess behavior or performance; (2) the existence of a standard of performance of work (performance standard), the standard of implementation is a measure used to assess work performance; (3) practical, a practical assessment system that is easy to understand and easy to use by both assessors and paramedics

## III. METHODS.

### 3.1. Validity and Reliability Test

Before the research instrument is given to the respondents to be studied, the instrument is tested first by testing the validity and reliability. For this study, validity is a measure taken to determine the degree of accuracy of the research instrument in the form of a questionnaire. To find out whether the questionnaire can measure what it wants to measure (valid). Validity test aims to determine a measure or value that indicates the level of reliability or validity of a measuring instrument by measuring the correlation between variables and items. A test is said to have validity if the results are in accordance with the criteria, in the sense of having parallels between the test results and the criteria. The technique used to determine the parallelism is the product moment correlation technique. The magnitude of  $r$  is calculated in the  $r$  table with a significant limit of 5%. In this study, the research instrument used was 50 questions. The questionnaire that has been prepared in advance will be tested to determine the validity and reliability of the measuring instrument.

### 3.2. Data analysis method

All data is obtained by analysis so that the data can provide useful meaning to solve research problems. The data analysis that the authors do is as follows:

#### 1. Univariate Analysis

Univariate analysis is an analysis carried out for one variable or per variable (Aulia, 2018).

#### 2. Bivariate Analysis

Bivariate analysis is used to determine whether there is a relationship between the independent variable and the dependent variable using chi-square statistics (Notoadmojo 2017).

#### 3. Multivariate Analysis

Multivariate analysis was conducted to see the relationship between several independent variables and the dependent variable at the same time. This analysis is used to determine the most dominant independent variable associated with the dependent variable. Bivariate variables showed a significant relationship followed by a multivariate test using a logistic regression test (Hidayat, 2016).

## IV. RESULT

### 4.1. The Effect of Motivation on Paramedic Performance at RSU Royal Prima Medan year 2021

Based on table 4.8, it is known that of the 112 respondents studied, most of the respondents have good motivation as many as 57 (50.9%) respondents. Of the 57 (50.9%) respondents, there were 16 (14.3%) respondents who had good motivation and decreased performance, 41 (36.6%) respondents had good motivation and had good performance. Based on the results of the above calculations, it is known that the statistical test results obtained a p-significancy value of  $0.000 < 0.05$ . So it can be concluded that there is an influence of motivation on the performance of Paramedics at RSU Royal Prima Medan year 2021. The results showed that efforts to improve the performance of paramedics at RSU Royal Prima Medan then intervention on motivation is very important. Motivation has a significant relationship with the performance of paramedics, because motivation provides a good work impetus to establish stronger ties with the institution where they work and ultimately improve quality and quantity. Every hospital hopes for a success as well as RSU Royal Prima Medan. To achieve this success requires qualified paramedics. To create qualified paramedics, it takes a strong push from the hospital. The encouragement can be in the form of providing motivation, which aims to improve the performance of paramedics.

The ability is inherent in a person and is innate from birth and is manifested in his actions at work, while motivation is a very important aspect to move one's creativity and ability to do a job, and always be enthusiastic in carrying out the work. From some of the descriptions that have been explained, it can be concluded that paramedics are able to do work and want to achieve maximum results in their work. The realization of maximum performance requires an encouragement to bring up the will and enthusiasm for work, namely with motivation. Motivation serves to stimulate the ability of paramedics so that maximum performance results will be created at RSU Royal Prima Medan. A person's motivation begins with a need, desire and drive to act in order to achieve a need or goal. This indicates how strong his drive, effort, intensity, and willingness to sacrifice are for the achievement of goals at RSU Royal Prima Medan. In this case, the stronger the drive or motivation and enthusiasm, the higher the performance. Mangkunegara (2005:67) states that the factors that influence performance are the ability factor and the motivation factor. Meanwhile Mathis (2007:84) states that the performance sought by the company from a person depends on the ability, motivation, and individual support received. According to Munandar (2001:58) there is a positive relationship between motivation and performance with achievement, meaning that paramedics who have high achievement motivation tend to have high performance. Motivation at RSU Royal Prima Medan is that motives that become active or function do not need to be stimulated from outside, because within each individual there is an urge to do something. Thus, there is no burden on the paramedic to act inappropriately or untruthfully.

Paramedics can fully do what paramedics want to do without any limitations on self-image in a new environment. The paramedic will feel comfortable, even in a new environment. The results of this study are supported by some of the respondents' answers stating that they agree on the items happy to do work, are challenged at work if the level of difficulty is higher, do new work, use their potential and abilities, never shy away from the company. This view is in line with the opinion of Siagian (2004:139) which states that intrinsic motivation comes from within the individual. Intrinsic motivation, if associated with the hierarchy of human needs, involves higher level needs, namely esteem needs and self-actualization needs. This shows that paramedics who have motivation mean paramedics have the power to achieve success in life. The motivation of a paramedic in working can also be indicated from his participation in making decisions. Real participation can be seen from the inputs that paramedics give to company leaders. Participation can also be seen from the willingness of paramedics to learn by consulting with their leaders. The higher the level of participation of a paramedic, the more positive his motivation at work. The pride of a paramedic in his work is a positive motivation for him. Pride in work can be realized by providing challenges and rewards for work results. Work challenges are part of their existence or existence if there are challenges in their work because they involve trust. Basically, giving a challenge for a paramedic is giving the trust itself so that he will feel valued for his existence, but it must be accompanied by an appropriate award if the paramedic achieves

success. One of the most basic in indicating positive motivation is the provision of monetary rewards. However, the best working conditions are possible, but the income factor plays the most basic role. Money concerns the basic needs of everyone. In Maslow's theory, a person's basic needs are physiological needs. The fulfillment of physiological needs is strongly influenced by the level of income.

#### **4.2. The Influence of Ability on Paramedic Performance at RSU Royal Prima Medan year 2021**

Based on table 4.9, it is known that of the 112 respondents studied, most of the respondents have good abilities as many as 58 (51.8%) respondents. Of the 58 (51.8%) respondents, there were 14 (12.5%) respondents who had good abilities and decreased performance, 44 (39.3%) respondents had good abilities and had good performance. Based on the above calculation results it is known that the statistical test results obtained a p value of significance that is  $0.000 < 0.05$ . So it can be concluded that there is an influence of ability on the performance of Paramedics at RSU Royal Prima Medan year 2021. Work ability is a work achieved by a person in carrying out the tasks assigned to him based on skills, experience, sincerity and time. Physical ability is the ability to perform tasks that require stamina, skill, strength and similar characteristics. Physical ability is the ability needed to perform tasks that require stamina, dexterity, strength, and similar skills. Intellectual abilities play a greater role in complex jobs that demand information processing requirements, specific physical abilities are important for performing less skillful and more standardized jobs successfully.

For example, a job whose success requires stamina, dexterity of the hands, and leg strength or similar talent requires management to recognize the physical capabilities of a paramedic. Master all the necessary skills in all areas of work. Focus on what you are doing. Do not be afraid of all the obstacles in the work. Always focus on work goals. This is in accordance with Robbins' opinion that ability is closely related to the physical and mental abilities that people have to carry out work. The absence of things like this can affect the performance of paramedics. So management should be able to identify which physical abilities are appropriate for the type of work because each paramedic has different types of physical abilities. In addition, the achievement of paramedic performance can be increased by looking at the provision of motivation to paramedics, in its development work motivation is closely related to ability. The act of giving motivation must adjust between paramedics with one another by adjusting to the needs of paramedics. This does not mean that the company leadership gives excessive motivation to the paramedics, but the company has rules in providing motivation for each of its paramedics on the grounds of achieving company goals it can be explained that ability and work motivation are very important factors and if these factors do not get the proper attention from the company, will be very detrimental to RSU Royal Prima Medan.

#### **4.3. The Effect of Knowledge on Paramedic Performance at RSU Royal Prima Medan year 2021**

Based on table 4.10 it is known that of the 112 respondents studied, most of the respondents have less knowledge as many as 57 (50.9%) respondents. Of the 57 (50.9%) respondents, there were 43 (38.4%) respondents who had less knowledge and decreased performance, as many as 14 (12.5%) respondents had less knowledge and had good performance. Based on the results of the above calculations, it is known that the statistical test results obtained a p-significancy value of  $0.000 < 0.05$ . So it can be concluded that there is an influence of knowledge on the performance of Paramedics at RSU Royal Prima Medan year 2021. Knowledge has an effect on increasing the performance of paramedics at RSU Royal Prima Medan. Paramedics at RSU Royal Prima Medan are able to develop their knowledge related to increasing work productivity. In addition, they are also able to make assessments of the problems encountered at work. Paramedics at RSU Royal Prima Medan have proven that they are able to apply the knowledge they have in carrying out work tasks so that the impact on their performance is always increasing. The results of this analysis are in line with the results of research conducted by Susanty (2013) which states that there is a positive and significant influence between knowledge on performance, meaning that the level of performance of paramedics is also determined by the knowledge they have.

Knowledge is the result of paramedics' efforts in studying and analyzing their duties, citing Gie's (1999:2) statement which states that knowledge is the totality of facts, information and principles that a person acquires through learning and experience. A paramedic who has a good level of knowledge can be

sure that the paramedic will produce good performance as well, and vice versa. The application of paramedical knowledge in understanding various kinds of drugs enables them to complete work more effectively and efficiently. The breadth of knowledge from a paramedic will make it easier for him to complete the work that is his responsibility. Incorrectly giving medicine to patients is a fatal error, therefore a paramedic is expected to have sufficient knowledge. Paramedis knowledge can be seen from his ability to prepare and establish an operational plan for the implementation of coaching at RSU Royal Prima Medan which includes programs and activities at RSU Royal Prima Medan, ability in coordinating and fostering the implementation of the Health Service's affairs which are the main tasks and functions, as well as the ability to carry out the development of paramedical behavior and discipline.

## V. CONCLUSIONS

Based on the results of the research that has been done, it can be concluded as follows:

1. There is an influence of motivation on the performance of Paramedics at RSU Royal Prima Medan 2021 year.
2. There is an influence of ability on the performance of Paramedics at RSU Royal Prima Medan 2021 year.
3. There is an influence of knowledge on the performance of Paramedics at RSU Royal Prima Medan 2021 year.
4. There is an influence of the work environment on the performance of Paramedics at RSU Royal Prima Medan 2021 year.
5. There is an influence of incentives on the performance of Paramedics at RSU Royal Prima Medan 2021 year.
6. There is the effect of promotion on the performance of paramedics at RSU Royal Prima Medan 2021 year.

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