The Effectiveness of Training Smiling Programsand Greeting Day on Performance Changes of Employees in Semen Padang Hospital in 2018

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Abstract:- Quality services at hospital more and more decrease. this condition caused by some problems one of them is dissatisfaction customer to attitude employees who rarely smile, not friendly and rarely say hello. The aim of this research is to analyze the effectiveness training Smiling ProgramAndGreeting Day inside change performance employee at Semen Padang Hospital in 2018. Design of this research is Quasi Experiment with approach pretest-posttest with control group. The Samples was 90 employees were taken with proportionalrandom sampling. The results of this research shows the average performance employees on group intervention increase from 65, 82 to 68.91, while performance employees on group control decrease from 66.53 to 66.24. in detailed it is a significant difference between performance group control and intervention after given training with value p value 0.011. Suggestions for institution service to get it maintain and increase knowledge employees with do training on a the frowning that can increase performance employee so that quality service too increase.

Keywords:- Smiling Program And Greeting Day, Performance, Employees.

I. INTRODUCTION

The longer the science develops so that public awareness of the importance of the meaning of health is increasing. Increased public awareness makes people want the best services in the health sector. This is in line with the increasing number of hospitals in various parts of Indonesia, both public hospitals and private hospitals.

In 2003 therewere 1.234 government and private hospitals spread throughout Indonesia which continued to increase to 1.320 hospitals in 2008 and 2,045 hospitals in 2016. This is a competition between hospital managers in providing the best quality of service for customers.

Improving service quality is influenced by hospital efforts to improve human resources. Human resources are something that is very important for every organization that it needs to be managed, regulated and utilized so that it can function productively to achieve organizational goals (Raymond, Hatane, and Hutabarat, 2015). The importance of managing human resources is closely related to the performance and quality improvement of health services.

The quality of nursing services is one of the important indicators in the quality of service in hospitals. Low service quality will cause dissatisfaction, especially in patients. Reduced visits to one of the hospitals is caused by the attitude of employees in health services. The most common complaint is the unhappiness of employees at the hospital. Customers often express dissatisfaction with nurses' services such as the perception that nurses in the provision of health services at the hospital are less empathetic, mischievous, less smiling and do not provide complete information on the actions taken (Rustina, 1999 in Purwanto, 2008).

This condition is caused by several factors that need to find the right solution. Some factors contributing to the lack of friendliness of employees in a mop Yanan such as knowledge, attitude and skills. According to Sutoyo (2007) not all officers including nurses have the spirit of good service (*public quality accountability)* a friendly and cheap smile attitude to help patients and poor communication. Therefore, education and training are needed. By way of it is training expected can increase knowledge so that performance employee too increase. According to Pramudyo (2007); Dessler (2006); Simamora (2004); Mangkuprawira (2002) training (training) is a learning process that adds and increases knowledge / skill and change attitudes, behavior employees in a productive direction, change employee performance in doing work, and so that employees become more skilled and able to carry out their responsibilities better, in accordance with standards.

One of training for increase performance employees in serve customer there is *Smiling Program and Greeting Day* training.*Smiling* Training *Program and Greeting Day* is an attitude-oriented training and employees performance in service the customer because smiles and greetings are the first things customers see when dealing with employees.
The aim of this research for looks the effectiveness training *Smiling ProgramAndGreeting Day* against performance Semen Padang Hospital employees in 2018.

II. MATERIALS AND METHODS

This research is a quantitative research. The method or design used is *Quasi Experiment* with the *pre-post test with control group* approach and use independent t-test to find out effectiveness training. The population in this study were all employees of Semen Padang Hospital, amounting to 406 people and large samples is 90 employees. The sampling technique in this study was *proportionalrandom sampling*.

As additional data to complete the data, a questionnaire will be carried out about the characteristics employees

consisting from age, type sex, marital status, long time of work, and employees status and education. To measure performance, the researcher use questionnaire that refers on theory Mitchel & Larson (2008); Gomez (2001); Bernandin & Russell (2001) . Every positive statement with very value agree = 4, agree = 3, no agree = 2, very no agree = 1 , whereas for statement worth negative with value very agree = 1 , agree = 2 , no agree = 3 , very no agree = 4.

Validity test and reliability of the questionnaire was conducted at Semen Padang Hospital with a total sample of 30 employees, in this case respondents who were not research samples. The performance variable has 22 statements. All questions are valid with a *calculatedr* value of 0.774. The results of known reliability *Cronbach Alpha* value of 0.779 which indicates that the variable performance of reliable.

III. RESEARCH RESULT

A. *Characteristics of SemenPadang Hospital Employees in 2018*

Characteristics	Mean	Min-Max	SD
Age -Intervention group -Control Group	28,20 28,11	22-40 21-41	4,409 4,778
The period of work -Intervention group -Control Group	3.00 2,47	1-5 1-4	1,066 0,869

Table1. Semen Padang Hospital Employees Characteristics Based on Age andOldYear2018

Table1shows that in part big resonden on group intervention average age 28 , 20 year with age the oldest 40 knowledge and youngest 22 know n . Old work an average of 3 years with time work palig 5 years .

Status, StatusEmploymentand EducationYear2018

Variable	Category	Intervention		Control	
		N	%	N	%
Sex	Male	12	26,7	14	31,1
	Female	33	73,3	31	68,9
Marital Status	Married	32	71,1	27	60,0
	Single	13	28,9	18	40,0
Employment status	Permanent	31	68,9	31	68,9
	Contract	14	31,1	14	31,1
Educational	Senior High School	2	4,4	4	8,9
	Diploma	30	66,7	430	66,7
	Bachelor	9	20,0	9	20,0
	Specialist	4	8,9	2	4,4

Table 2.Semen Padang Hospital Employees Characteristics Based on Gender, marriage

Table 2 it can be seen that some big respondent on group intervention manifold sex women (73.3%), married

(71.1%), status as employee fixed (68.9%), and have education diploma level (66.7%).

B. *Average Employee Performance Before the SmilingProgram and Greeting DayTraining at the Intervention Group and Control Group at Semen Padang Hospital in 2018*

The average performance in the intervention group and the control group was seen before the treatment in the form of Smiling Program And Greeting Day training in the intervention group. Before the intervention is carried out, the normality test and equality test (homogeneity) is done first in these two data groups. From the normality test carried out on the performance of the intervention group before training, obtained the value of p sig value 0.311 (> 0.05) which means that the data is normally distributed and in the control group obtained p value of 0.691 (> 0.05) which means the data is also distributed normal. The average performance of respondents before being given treatment can be seen in the following table.

On Intervention Group andGroupControl

Employee performance before treatment	N	Mean	Std. Deviation	Min-Max
Intervention group	45	65,82	4,960	57-76
Control group	45	66,53	4,850	56-76

Table 3.Average Employees PerformanceSemenPadang Hospital before Treatment

Table 3shows that the average employees performance in the intervention group before being given Smiling Program And Greeting Day training was 65.82 and Standard Deviation 4.960 with the highest score 76 and the lowest 57. Not much different from the control group who had an average employee performance at pre the test is 66.53 and the standard deviation is 4.850 and the highest score is 76 and the lowest is 56.

C. *Equality of Employee Performance Before the SmilingProgram and Greeting DayTraining at the Intervention Group and Control Group at Semen Padang Hospital in 2018*

Homogeneity test or equality of performance between the intervention group and the control group were analyzed using *One Way Anova* test with the results as listed in the following table:

Hospital in 2018

Employee performance before treatment	N	Mean	Std. Deviation	P *value (homogeneity)*
Intervention group	45	65,82	4,960	0,703
Control group	45	66,53	4,850	

Table4.Equality of Employees Performance before Smiling Program and Greeting Day Training Employee sat Semen Padang

Based on the statistical test results in table4 can be concluded that the *p value of* 0.703 (p> 0.05) means that the

performance of employees before intervention in both groups is homogeneous.

D. Average Performance of After Employees SmilingProgram and Greeting DayTraining at Intervention Group and Control Group at Semen Padang Hospital

The average performance in the intervention group and the control group was seen after treatment in the form of *Smiling Program And Greeting Day* training in intervention groups. After the intervention is carried out, the normality test and equality test (homogeneity) is done first in these two data groups. From the normality test carried out on the knowledge of the intervention group after training, it was obtained *p value of* 0.170 (> 0.05) which means that the data is normally distributed and in the control group obtained *p value of* 0.481 (> 0.05) which means that the data is also normally distributed . The average performance of respondents after being given treatment can be seen in the following table:

Groups

| Employee performance before treatment	N	Mean	SD	Min-Max
Intervention group	45	68,91	4,967	61-80
Control group	45	66,24	4,711	56-77

Table5.Semen Padang Hospital Employees Performance Average After Treatment in Intervention Groups and Control

Table 5 shows that the average employee performance in the intervention group increased after being given Smiling Program And Greeting Day program from 65.82 to 68.91 with the highest score 80 and the lowest 61. Unlike the control group that was not given training, the average employee performance experienced a decline from 66.53 to 66.24 with a high of 77 and the lowest of 56.

E. Differences in Employees Performance Before and After SmilingProgram and Greeting DayTraining at the Intervention Group at Semen Padang Hospital in 2018

In the performance variable, there are 22 statements to assess employees performance, 3 (three) statements assess employees performance from knowledge about their work, 4 (four) statements about quantity of work, 4 (four) statements about quality of work, 4 (four) statements about cooperation , 4 (four) statements about accuracy, speed, discipline (attendance) in work, 3 (three) statements about communication at work . The difference in performance was seen from each item in the intervention group. Differences in employee performance After *SmilingProgram And Greeting Day* Training at the Intervention Group at Semen Padang Hospital was conducted using a *paired sample t test*with results as listed in the following Graph 1:

and Greeting DayTrainingin Groups Intervention at Semen Padang Hospital
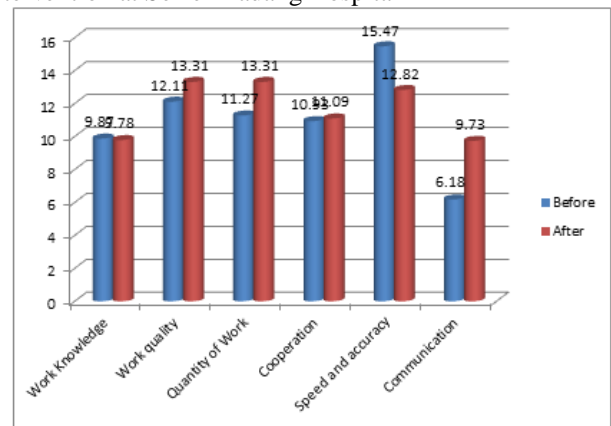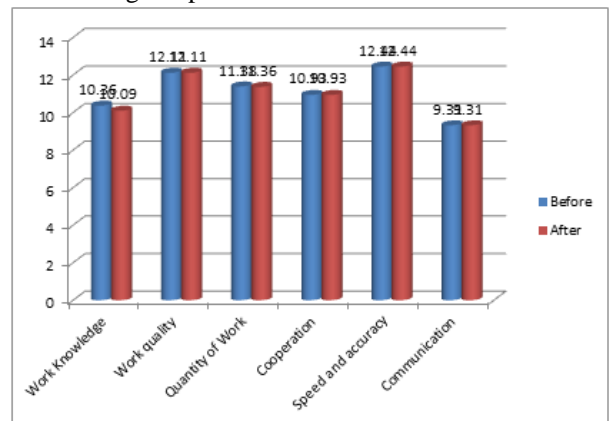

Graph1. Employees Performance Sub Item Analysis before and After Smiling Program

From Graph 1 it can be seen that the employee performance items, which experienced the most significant increase after getting *Smiling Program and Greeting Day* training is the communication item with the highest difference, from 6.18 to 9.73 .

F. Differences in Employees Performance Before and After SmilingProgram And Greeting DayTraining on Control Groups at Semen Padang Hospital in 2018

The difference in employee performance in the control group at Semen Padang Hospital was carried out using the *Paired sample t test* with the results as listed in Graph2 below:

Program and Greeting DayTraining to theGroupControl at Semen Padang Hospital

Graph2 Sub Item Analysis of Employee Knowledge before and after Smiling

From graph 2 it can be seen that there are no meaningful changes in each of the performance items, between before and after the training given to the intervention group. Ba hk an quantity of work, quality of work, cooperation and communication has not changed at all, the performance difference between before and after is 0.

G. The Differences in Employees Performance Before and AfterSmilingProgram and Greeting Day Training
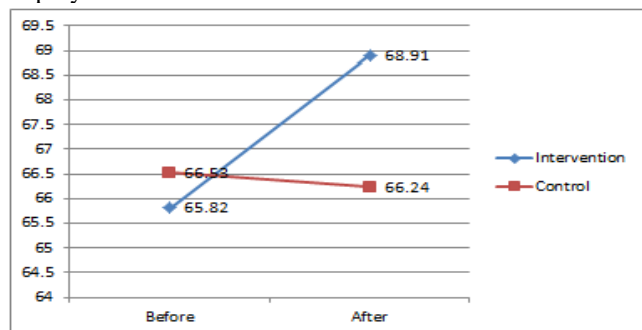
between Intervention Groups and Control Groups at Semen Padang Hospital in 2018

Difference between employees performance between intervention group and control group can be seen in this table at Semen Padang Hospital Employees in 2018

Employee	Mean	SD	Min-Max	95%	P *value*
Performance Pre Test					
Intervention Group	65,82	4,960	57-76	-2,766 -1,344	0,494
Control Group	66,53	4,850	56-76		
Difference	-0,71	-0,11			
Performance Post Test					
Intervention Group	68,91	4,867	61-80	0,639-4,695	0,011
Control Group	66,24	4,711	56-77		
Difference	-2,67	-0,156			

Table 6.The Differences Performance between Intervention Groups and Control Groups

From table 6 above, it can be seen that the difference in performance between the control group and the intervention group before being given *Smiling Program And Greeting Day* training in the intervention group was -0.71 with a difference in standard deviation of -0.11. From the results of statistical tests obtained *p value* of 0.494 (p> 0.05) which means there is no significant difference between the performance of the intervention group and the control group before being given training in the intervention group. However, there was a difference in performance between the control group and the intervention group after being given *Smiling Program And Greeting Day* training in the intervention group of -2.67 with a difference in standard deviation of -0.156. From the results of statistical tests obtained *p value* of 0.011 (p <0.05) which means that there is a significant difference between the performance of the intervention group and the control group after being given training in the intervention group at Semen Padang Hospital Employees in 2018

Graph3.Performance Differences between Intervention Groups and Control Groups

From chart 3 it can be seen that there was a significant increase in the performance of the intervention group from the average performance of 65.82 to 68.91. Unlike the control group, it actually decreased from 66.53 to 66.24

IV. DISCUSSION

A. Semen Padang Hospital Employees Characteristics Based on Gender, Marriage Status, Status Employment and Education Year 2018

The results showed that in part big average age respondent research is 28.20 with the oldest is 40 years old and the youngest is 22 years old. Age can affect a person's work productivity and also affect the views of employees towards superiors and customers. According to research conducted by Ahmadi (2001) it is known that age will affect a person's memory. With increasing age, a person's ability to absorb new information will be increased by respondents in the *Smiling Program And Greeting Day* training .

B. Differences in Employees Performance Before and AfterSmiling Program And Greeting DayTrainingat Semen Padang Hospital Employees

The results showed that the difference in employee performance before and after being given *Smiling Program And Greeting Day* training can be seen from the *p value* of 0,000 (p <0.05) so that it can be concluded that *Smiling Program and Greeting Day* training is effective against changes in employee performance of Semen Padang Hospital. This is consistent with the research conducted by Tuhumena, Kojo, & Worang (2017) who found a significant relationship of training on employee performance with a *p value of* 0,000. The results of this study are also in accordance with the research conducted by Ataunur & Ariyanto (2015); Rosa (2015) states that training has a positive and significant effect on changes in performance, training has an effective impact and can increase the skills of respondents (nurses) so that performance increases.

The research conducted by Putu, Apriliyantini, Bagia, & Suwendra (2016) found that training affects employee productivity and performance with a percentage of 0.64 (64%). The results of this study are supported by Wahyudi (2008) which states that training and job satisfaction affect employee productivity and work. The same thing was raised by Hasibuan (2002) which states that if the job satisfaction perceived by employees is the same as the wishes of the employees then the perception of job satisfaction will be better manifested in employee behavior such as more passionate in work, a sense of physical and inner pleasure, where the responsibilities as employees will participate in training in work increases.

The results of this study reinforce previous studies such as those conducted by Isménia Boe (2014), where in the study, it was found that training had a significant positive effect simultaneously and a significant positive effect partially on employee performance. This means that increasing training will improve employee performance. In accordance with the research conducted by Lestari (2016) which suggested that training had a significant influence on performance (*t count* 2.913) so that training had a positive effect on the performance of Kampoeng Djowo Sekatul employees. It means that if training increases, employee performance increases, on the contrary if training decreases, employee performance decreases.

The same thing was stated by Sutya, Kumara, & Utama (2016) which stated that the better the training, the better the employee's performance. This statement is in line with the findings of Elnaga et al. (2013) confirmed the proposition that training has a positive and significant impact on employee performance. Jagero et al. (2012) stated that training has a positive and significant relationship to employee performance. Sultana et al. (2012) training is a key element to improve performance because training is positively and significantly related to employee performance.

V. CONCLUSION

The characteristics of employees in the intervention group were on average 28.20 years with the youngest age of 22 years and the oldest was 40 years, the average length of work was 4 years with the longest 5 years and at most 1 year, most of them were female sex as many as 33 (73.3%) and married as many as 32 (71.1%), the employment status of most of the permanent employees is 31 (68.9). Respondent education in the intervention group was mostly diploma as many as 30 (66.7%) .

There was no difference in the performance of employees in the experimental group or the control group before being given Smiling Program And Greeting Day training to Semen Padang Hospital Employees with a p value of 0.0.449 (> 0.05) which means there was no significant difference between the performance of the control group and the group intervention before being treated but there is a significant difference between the performance of the intervention group and the control group after being given treatment with a p value of 0.011 (p <0.05) which means that there is a significant difference between the intervention group and the control group after being treated.

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