

The Effect of Altruism on the Performance of Kassi-Kassi Health Center Employees in 2023

St. Nurchaliza Damayanti Pratiwi¹, Suharni A. Fachrin², Arni Rizqiani Rusydi³, Arman⁴,
Nurmiati Muchlis⁵, Reza Aril Ahri⁶

¹Master of Public Health, Postgraduate, Universitas Muslim Indonesia, Makassar, Indonesia

^{2,3,4,5,6} Faculty of Public Health, Universitas Muslim Indonesia, Makassar, Indonesia

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ABSTRACT

The performance of employees serves as an indicator of their ability to make meaningful contributions to the organization's goals and objectives. Aims of the research to find out the influence of Altruism on the performance of Kassi-Kassi Health Center employees. The population of this study was all employees of the Kassi-Kassi Health Center in Makassar City. Data analysis using Statistical *Product and Service Solutions* (SPSS). Results: most of the respondents graduated from tertiary institutions, were female, had civil servant status, and had worked for ≥ 5 years. There was a significant positive effect of altruism on the performance of Kassi-Kassi Health Center staff ($p < 0.05$). Conclusion: There is an influence of Organizational Citizenship Behavior (OCB) on the Performance of Kassi-Kassi Health Center in Makassar City.

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Email :

nurchaliza@med.unismuh.ac.id
suharni.fachrin@umi.ac.id
arni.rizqiani@umi.ac.id
arman.arman@umi.ac.id
nurmiati.muchlis@umi.ac.id
rezaaril.ahri@umi.ac.id

1. INTRODUCTION

Human resources (HR) play a vital role within organizations. The quality of an organization can be assessed by evaluating the capability of its human resources to contribute effectively. This contribution is demonstrated through employee performance, which encompasses competencies, skills, and knowledge possessed by the employees. The performance of employees serves as an indicator of their ability to make meaningful contributions to the organization's goals and objectives.^[1]

Performance is the outcome and execution of tasks assigned to individuals. It encompasses the level of achievement and fulfillment of responsibilities. In terms of terminology, performance refers to the quality and quantity of work accomplished by an employee in performing their duties. In this context, human resources, particularly local government officials, need to establish social connections with their colleagues within the organization and with stakeholders. By doing so, they can enhance knowledge accumulation, leading to added value that contributes to increased job satisfaction, motivation, and organizational citizenship behavior. Ultimately, this fosters high-quality work and service delivery.^[2, 3]

Organizational Citizenship Behavior(OCB) is a term for employees who provide added value to the work they are assigned and added value to the company. OCB according to the Organ is independent individual behavior, not directly or explicitly recognized in the reward system and in promoting the effective functioning of the company. OCB is also referred to as extra role behavior because the behavior given by employees exceeds their main duties. OCB variables are Altruism, Conscientiousness, Sportsmanship, Courtesy, Civic Virtue.^[4, 5] Aims of the research to find out the influence of Altruism on the performance of Kassi-Kassi Health Center employees.

2. METHOD

The study took place in January 2023 at the Kassi-Kassi Health Center located in Makassar City. It utilized a quantitative research approach with a cross-sectional research design. The sample for this study consisted of the entire population of employees working at the Kassi-Kassi Health Center, amounting to 65 participants. Data collection was conducted through the use of a questionnaire that employed a Likert scale. The collected data were subsequently analyzed using the Statistical Product and Service Solution (SPSS) software..

3. RESULTS AND DISCUSSION

Results

Based on the research that has been done aims to find out the influence of Organizational Citizenship Behavior (OCB) on the performance of Kassi-Kassi Health Center employees with a total of 65 respondents, the authors can describe the results of the research in the presentation below:

Univariate analysis

Age

The results showed that the age distribution of Kassi-Kassi Health Center employees can be described as follows.

Table 1 Distribution of Respondent Characteristics Based on Age, Gender, Work Unit, Years of Service and Last Education at the Kassi-Kassi Health Center in Makassar City

	Characteristics	n	%
Age	17-25 years	5	7,6
	26-35 years	14	21,6
	36-45 years	21	32,3
	46-55 years	18	27,7
	56-65 years	7	10,8
Gender	Man	10	15,4
	Woman	55	84,6
Staffing	civil servant	56	86,2
	Honorary	9	13,8
Years of service	< 5 years	14	21,5
	> 5 years	51	78,5
Education	SENIOR HIGH SCHOOL	3	4,6
	D3	20	30,8
	S1	36	55,4
	S2	6	9,2
Amount		65	100,0

Source: Primary data (2023)

Based on table 1, the most age group of respondents is 36-45 years with 21 respondents (32.3%), 46-55 years with 18 respondents (27.7%), 26-25 years with 14 respondents (21.6%), 56-65 years as many as 7 respondents (10.8%), 17-25 years as many as 5 respondents (7.6%).

Gender is a biological characteristic of respondents consisting of men and women. Based on table 1, the sex of the most respondents was female with 55 respondents (84.6%), while male as many as 10 respondents (15.4%).

Based on table 1, the employment status of the most respondents was civil servants with 56 respondents (86.2%), and temporary employees with 9 respondents (13.8%).

Working period is the period of time over someone works in an agency, office, and so on.

Based on table 1, the working period of the most respondents is over 5 years as many as 51 respondents (78.6%) and working period under 5 years as many as 14 respondents (21.5%)

Based on table 1, the most recent education of the most respondents was S1 as much as 31 respondents (55.6%), D3 as much as 20 respondents (30.8%), Masters Degree 6 respondents (9.2%), and Senior High School 3 respondent (4.6%).

Bivariate Analysis

The results of the study show influence *Organizational Citizenship Behavior* (OCB) with the Performance of Kassi-Kassi Health Center Staff can be described as follows.

Table 2. The influence of altruism on the performance of civil servants

Research variable	Employee Performance				Total		P Value
	Good		Not good		n	%	
	n	%	n	%			
Altruism							
Good	48	96.0	2	4.0	50	100	0.001
Not good	2	33.3	4	66.7	6	100	
Total	50	89.3	6	10.7	56	100	

Note: Chi-square test, *significant (p<0.05)

Based on Table 2 shows the effect of altruism good category, 48 respondents (96.0%) had good performance and 2 respondents (4.0%) had poor performance. For respondents with poor altruism, there were 2 respondents (33.3%) with good performance and 4 respondents (66.7%) with poor performance. The chi square test results show a p-value of 0.001 which is smaller than 0.05 (p-value <0.05), this indicates that there is a significant influence between altruism and performance in civil servants.

Table 3. The effect of altruism on the performance of honorary employees

Research variable	Employee Performance				Total		P Value
	Good		Not good		n	%	
	n	%	n	%			
Altruism							
Good	8	100	0	0.0	8	100	-
Not good	1	100	0	0.0	1	100	
Total	9	100	0	0.0	9	100	

Note: Chi-square test, *significant (p<0.05)

Based on Table 3, it shows the influence of employee behavior in helping colleagues who are facing difficult situations with the performance of temporary employees at the Kassi-Kassi Health Center. In the good altruism category, 8 respondents (100.0%) had good performance and 0 respondents (0.0%) had poor performance. Meanwhile, for respondents with poor altruism with good performance, there was 1 respondent (100.0%) and 0 respondents (0.0%) with poor performance. With this, it cannot be assessed the effect of altruism on the performance of honorary employees.

DISCUSSION

Based on the results of the chi-square test, the p-value was 0.001, which was smaller than 0.05. This shows that there is a significant influence between altruism and the performance of Kassi-Kassi Health Center employees.

The results of this study are in line with research conducted by Putri & Utami (2017), Jais & Ayyub (2021), and Fauzianti & Natuna (2020) which state that there is a significant positive relationship between *altruism* on Performance. The results of this study are not in line with the research of Hendrawan & Sucahyawati (2017) which states that altruism has no positive effect on performance. [4, 6-8]

The Effect of Conscientiousness on the Performance of Kassi-Kassi Health Center Staff in Makassar City

The results of the chi square test showed a p-value of 0.293 which was greater than 0.05 (p-value > 0.05), this indicated that there was no significant influence between behavior showing conscientiousness and the performance of Kassi-Kassi Health Center employees.

The results of this study are in line with research conducted by Poniarsih (2019) which states that there is no significant relationship between conscientiousness on Performance. The results of this study are not in line with the research of Suzanna (2017), Halim & Dewi (2018) which states that conscientiousness has a positive effect on performance.^[5, 9, 10]

In the good altruism category, 48 respondents (96.0%) had good performance and 2 respondents (4.0%) had poor performance. Meanwhile, for respondents with poor altruism, there were 2 respondents (33.3%) with good performance and 4 respondents (66.7%) with poor performance.

In altruism towards the performance of honorary employees in the good category, 8 respondents (100.0%) had good performance and did not have bad respondents. Meanwhile, in the respondents with employee behavior in helping co-workers who were facing difficult situations with poor performance there was 1 respondent (100.0%) and poor performance 0 respondents (0.0%) with poor performance.

This is in accordance with previous research by which states that there is an influence between altruism and employee performance. It can be said that altruism affects the performance of Kassi-Kassi Makassar Health Center employees.¹²

The results of this study are in line with research conducted by (Jais & Ayub, 2021) which explains that altruism was found to have an influence on service quality and employee performance at 71 FKIP Universities, with a moderate level of influence, because the correlation is strong. The influence between the two variables is positive, so that every one unit increase in the altruism variable will be followed by an increase in service quality and employee performance.

The results of this study are also in line with research conducted) which found that there was a significant influence between the altruism variable (X2) on supervisory performance (Y) in Bengkalis Regency, and the magnitude of the effect was 60.70% with an interpretation tall.¹³

This research is not in line with previous research conducted which stated that altruism is often carried out in situations that are being faced both regarding tasks in organizations and other people's personal problems. However, the busyness of the tasks of each employee makes them focus more on completing their respective tasks so that employee behavior in helping colleagues who are facing difficult situations gets the smallest score with a total score of 378 in this study which has no effect on employee performance.¹⁴ Altruism is defined as the behavior of an employee to help colleagues in difficult situations. This dimension focuses on helping behavior that is not an obligation.¹⁵

The altruism referred to by the researcher is the attitude of selflessness and selfless devotion that is applied by employees within the scope of the Kassi-Kassi Health Center by providing assistance to other employees both in terms of work and outside their work, for example helping colleagues to input outpatient data when other colleagues are in need.

Regarding employee behavior in helping co-workers who are facing difficult situations, respondents admit that they always want to provide assistance to other employees both at work and outside of work. This is because the respondents feel that this is a habit in helping co-workers and get pleasure from being able to help colleagues in need. One example that was carried out by the staff was helping to input general polyclinic patients by employees who served in the children's polyclinic due to the large number of patients in the general polyclinic so that employees at the general polyclinic were able to input and record.

Respondents at the Kassi-Kassi Health Center also stated that they had gotten used to working from the start until now to do work and help each other without making it a burden. This is in accordance with the explanation quoted from previous research in the Journal of Muslim Community Health (JMCH) which states that if the employee's perception of the workload is heavy, then the employee's performance will have a negative impact where the work produced will not be standardized and will have a negative impact on improving work.^{16,17,18}

4. CONCLUSION

Based on the results of the research and discussion, it can be concluded that there is a significant positive effect between *altruism* towards the performance of Kassi-Kassi Health Center staff in Makassar City.

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