



WORK DISCIPLINE, LEADERSHIP STYLE, TRAINING AND EMPLOYEE PERFORMANCE AT BAGHDAD HOSPITAL

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ABSTRACT

This study aims to describe the description of work discipline, leadership style, training and employee performance at Baghdad Hospital. This research model uses a qualitative descriptive research type through a literature review study approach using several sources selected based on predetermined inclusion and exclusion criteria. researcher. The results of the analysis show the overall performance of employees, and the impact received by the company is the result of employee performance in accordance with the wishes and conditions of the company. The influence of leadership style and discipline on employee performance is based on the points used by the company as parameters to achieve company targets, namely quality, quantity, time savings and cost efficiency.

Keywords : *work discipline, leadership style, training and employee performance*

A. INTRODUCTION

Hospitals must increase their performance and competitiveness in the current era of globalization while maintaining their social mission. Hospitals must develop organizational and human resource management strategic efficiency policies.

The existence of human resources in an organization is crucial because they are those who drive the accomplishment of company objectives, those who participate in decision-making for all functions, and those who determine the organization's survival. The success and failure of a company are determined by the human resources themselves because of factors that support the accomplishment of company objectives; if employee productivity is high, the outcome will be favorable.

The organization is anticipated to be able to maximize its limited human resources in order to meet the established organizational goals. The advancement of science, technology, and development includes human resources. Education and training programs alone can not guarantee the success of human resource development.

This is heavily influenced by a variety of organizational factors, including success and job productivity. One of the keys to the company's success is the quality of the human resources that may be obtained from an effective human resource management process.

Even if all of the necessary components are present, one of an organization's most crucial components is its human resources; without its workforce, an

organization cannot function because people are the driving force behind its operations.

Employee performance is the outcome of work that can be completed by an individual or group inside an organization in line with their separate rights and obligations in order to fulfill organizational objectives in a way that is morally and ethically right.

Leadership plays a significant role in enhancing employee performance. Competent leaders are able to motivate their teams, which raises morale. A transformational leadership style that is visionary, charismatic, and intellectual is one that is seen to be capable of enhancing employee performance since it will encourage staff to enhance their performance when servicing customers.

Work discipline is crucial for both the individual and the organization because it demonstrates the respect that employees have for rules and company decisions. Leaders play a crucial role in managing the discipline of each employee to ensure that they are aware of how to follow company rules and regulations.

In order to achieve the company's goals set by the leadership and produce excellent employee performance in carrying out their duties, the leader is one of the variables that motivates others to work more ardently. It is said to be successful if the leaders are able to manage or manage the organization effectively. Leadership has an important, dominant, crucial, and critical role in all actions or efforts to improve work performance, both at the individual level and at the group level.

The work environment within the company itself can also have an impact on how well employees perform at their jobs. A positive work environment gives employees a sense of security and enables them to work as efficiently as possible while completing their tasks.

Employee training is the process of acquiring knowledge and exposing staff members to something new that they will need to do their jobs. The ability of employees to attain organizational goals to a specific degree is a key factor in why businesses do training. For any organization, arranging employees to develop a certain ability starts with training.

B. THEORETICAL STUDY

1. Work Discipline

Work discipline is the attitude of abiding by the rules or policies that are in effect within the company, i.e., joining the organization voluntarily and without being forced to do so (Wursanto, in Masyjui, 2005).

While complaints are made by employees who believe their rights have been violated by the organization, discipline is a method of employee self-control and regular implementation that demonstrates the seriousness of the work team within an organization. Discipline action is used by organizations to provide sanctions for violations of work rules or expectations. Employees must practice work discipline since doing otherwise will make it harder for the organization to fulfill its goals (Roffi, 2012).

According to Astrohadiwirja in Labudo (2013), discipline is an attitude of respect, respect, compliance, and obedience to applicable laws, both written and unwritten, and the ability to carry them out and not escape taking penalties if he violates the tasks and authority delegated to him.

According to Singodimenjo in Sutrisno (2011) that things that affect employee discipline are:

1. The size of the compensation.
2. Whether there is an exemplary leadership in the company
3. Are there any definite rules that can be used as a guideline
4. Leadership courage in taking action
5. Whether there is leadership oversight
6. Is there any attention to employees

Indicators of work discipline according to Singodimejo in Sutrisno (2011) are as follows:

- a. Obey the rules of time Judging from the hours coming to work, hours going home, and hours of rest are on time in accordance with the rules that apply in the company;
- b. Obey company regulations. Basic rules on how to dress, and behave in work;
- c. Comply with the rules of conduct at work Demonstrated by ways of doing jobs in accordance with the position, duties and responsibilities as well as how to relate to other work units;
- d. Comply with other regulations in the company Rules about what is allowed and what is not allowed to be done by employees in the company.

2. Leadership Style

Leadership is a method of persuading and inspiring others to desire to contribute to the accomplishment of the business. There is no way to separate the presence of a leader from an organization or business. In order for an organization to grow and for operations to be carried out to be more concentrated, which enables the realization of goals, a leader plays a very significant role.

According to Kartini Kartono's definition from 2005, a leader's behavior patterns when interacting with others are referred to as their leadership styles. Each and every leader has a distinctive leadership style, and one style is not always better or worse than another.

According to Golemen (2004:24), there are four leadership styles that produce resonance, namely:

1. Visionary leadership style. Visionary leaders articulate where the group is going, but not how to achieve goals, freeing people to innovate, experiment, and take calculated risks.
2. Coaching leadership style: the art of leading individuals, the leader has in-depth conversations with a bodyguard, who go beyond everyday matters and explore a person's life, including their dreams, life goals and career hopes.
3. Affiliative leadership style: relationship builder, used when the leader is trying to build resonance in all situations, but needs to be applied when the leader is trying to increase team harmony, increase morale, improve communication and repair broken trust in an organization.
4. Democratic Leadership Style, democratic leadership will be very useful for provoking ideas about the best way to carry out a job. Leaders must be open to all good news and bad news and must make people feel safe talking, there is no problem that can't be solved if we want to be open to ideas.

3. Employee Training and Performance

Employees' performance is the quantity and quality of work they generate while carrying out their responsibilities. Regarding those who claim that performance is an assessment of the caliber of work in comparison to the standards set within a specific time frame (Kurniadi, 2013).

The outcome of work, work performance, or job performance while carrying out activities in accordance with instructions that are based on time, sincerity, experience, and competence. Enhancing the house's performance is one strategy for raising the standard of community service.

Therefore, there is a connection between employee performance and a hospital's standard of care. The characteristics that influence employee performance have been highlighted in a clear definition of employee performance.

According to Anitha (2013), employee engagement, knowledge management strategies, policies, and practices have a significant impact on both individual and organizational performance. The following are performance indicators according to Afandi (2018) used in this study:

1. Work output capacity, namely all units of measurement related to the amount of work output which can be in the form of numbers or other units.
2. Quality of work, namely all units of measurement related to the quality of work in the form of numbers or other units.
3. Efficiency during carrying out tasks, namely various resources that are used and still save costs.

C. RESEARCH METHODS

This study employs a literature review study methodology and multiple sources chosen in accordance with the inclusion and exclusion criteria established by the researcher. It is a qualitative descriptive research type.

This study intends to provide an overview of the work ethics, management style, employee development, and performance at Baghdad Hospital. A case study, in the words of Robert K. Yin (1996), is "one of the studies focused on a particular case to be observed and carefully analyzed." This study makes a thorough decision regarding the specific object that will be used as a case.

This study will examine the relationship between work discipline, leadership style, training, and employee performance at the Baghdad Hospital, as well as the impact of discipline and leadership issues on employee performance.

D. RESULT

Table 1. Articles reviewed

No	Article Title	Author and Year	Method	Research result
1	The Influence of Transformational Leadership and Head of Room Management on the	Eleonora Nataline et.al. (2020)	Quantitative and cross-sectional	Transformational leadership, head of space management, demographic factors (age, length of work,

	Performance of Nursing Care Documentation in Hospitals			education, gender) together have a significant effect on the performance of nursing care documentation
2	Detecting Total Quality Management Status and Teamwork Orientation in Al-Yarmouk Teaching Hospital	Zeyad Mustafa Hamed Khawka (2016)	<i>cross-sectional</i>	The results of the study show that there is a positive correlation between all dimensions and teamwork. In addition, the results of the study on the one hand show that the effect of teamwork on Staff Satisfaction is 0.854, on the other hand it proves that there is no effect between teamwork and staff perceptions of Quality of Patient Care.
3	Leadership in Medicine and Healthcare: An Overview of the Emerging Concepts and Principles	Aamir Jalal Al Mosawi (2019)	scientific methodological application	Leadership is demonstrated through a shared sense of responsibility for improving the practice of medical leadership, and for the success of the organization and its services in health care leadership.
4	Job satisfaction as a mediator between transformational leadership and employee performance: Evidence from a developing country	Adnan M. Rawashdeha, Malek Elayanb, Mohamed Dawood Shamoutc and Mohammad H. Saleh (2020)	<i>Structural equation modeling</i> (SEM)	The findings show that transformational leadership is significantly and positively related to job satisfaction and employee performance. Furthermore, job satisfaction has a significant relationship with employee performance.

5	Training Programs and their effect on the employees Performance at King Hussain Bin Talal Development Area at Al - Mafrq Governate in Jordan	Sulieman Ibraheem Shelash Al-Hwary (2017)	designed a questionnaires	The results show that industrial companies have an average interest in training programs, they also find a statistically significant impact of determining training needs and evaluating the training process on employee performance
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E. DISCUSSION

1. Work Discipline

The essential component of work discipline is awareness, particularly awareness of organizational norms or laws. Workplace discipline is crucial in the pursuit of maintaining order and carrying out each assignment. Without strong work ethics, businesses find it challenging to prosper. Every employee who violates the work discipline policy will be disciplined.

Disciplinary violators are every employee's words and actions that violate the provisions or rules of employee work discipline both carried out inside and outside working hours, while disciplinary punishment is a punishment imposed on employees for violating employee work discipline rules, namely:

- a. Obey and comply with all company regulations;
- b. Carry out attendance at the time of entry to work and at the time of returning from work;
- c. Work honestly, orderly, carefully and enthusiastically for the benefit of the company;
- d. Maintaining and increasing wholeness, cohesiveness and unity to create a good working atmosphere;
- e. Must always maintain the company's good reputation by maintaining good relations with colleagues, and providing the best and timely service to customers;
- f. Completeness of billing attachments to customers is the responsibility of employees of each division;
- g. Each time receiving and sending documents from and to customers must be examined and a receipt made;
- h. Before issuing imported goods must be cross-checked with documents;
- i. Before sending imported goods, you must contact the customer first;
- j. Any work for which there is no agreement/offer, an offer must be made and prior approval from the customer is obtained;
- k. Any expenses that cannot be billed to customers will be charged to the employees who do it;
- l. Any work errors that result in costs will be borne by the employee.

2. Leadership Style

Under certain circumstances, employees are quite content when working with knowledgeable leaders, they assume that skilled leaders will be prepared to compete with rivals, and they have great faith in the ability of this company's employees to deliver products and high-quality services.

Leaders at the Baghdad Hospital have always given justifications for why workers have trouble with their tasks when doing them so far. Additionally, business executives are capable of educating staff members on topics related to their jobs that they are unfamiliar with. In fact, executives always help staff members. Employee development is impacted by firm leaders' attitudes of their abilities to teach and explain work-related topics that are unfamiliar to employees. Employees also benefit from a comfortable work environment and support one another's efforts.

Employees always carry out the work assigned with full responsibility when there is a sense of sociality demonstrated and given by leaders. This is because employees want to be able to give feedback to leaders and the company by delivering work results that are in line with company requirements. Personal leaders, in terms of skills, analyze, plan, organize, delegate responsibility, and make excellent decisions to support company performance.

Employees are said to have an influence on employee performance thanks to the abilities that leaders possess. Employees have always accepted all types of leadership direction and orders with a positive attitude, do not complain, and always attempt to be honest with leaders regarding the implementation of the continuity of work.

The Baghdad Hospital's leadership style is evident from the presence of a framework that was built via collaborative decision-making, so that workers prioritize quality of work, collaborate, and demonstrate strong morale in terms of responsibility and loyalty.

The leadership style found in the Baghdad Hospital can be assessed from:

- a. Pay attention to the needs of employees;
- b. Always hold deliberations for the best results for the company and employees;
- c. Under certain conditions, both employees and leaders share information regarding decisions taken by employees and leaders give their approval;
- d. Leaders always motivate employees to work well, and provide rewards to employees in the form of bonuses every year to employees who show their performance.
- e. The leader's social level is very high for employees;
- f. Leaders give rights to employees in terms of decision making

The characteristics of a leader who can have an impact on the performance of employees in the Baghdad Hospital is a leader who:

- a. Maintain good relations with employees to create a comfortable working climate;
- b. Possess a wide range of knowledge, which employees use as a role model;
- c. Have communication skills to make it easier to establish relationships with employees;
- d. Always provide explanations for employee ignorance regarding work;
- e. Have skills in teaching and explaining work matters that are unknown to employees by providing assistance;
- f. Including individuals who have a high level of sociality;

- g. Have skills in analyzing, planning, organizing, giving responsibility and making decisions in the company.

3. Employee Training and Performance at Baghdad Hospital

Based on the criteria that the organization uses, including quality, quantity, time savings, and cost efficiency, leadership style and discipline have an impact on staff performance.

The fact that the business already has a quality control division prevents leaders from always overseeing how the work is carried out. Additionally, business executives never make distinctions based on an employee's marital status, either at work or during free time. This is done by the business to maximize employee performance.

Therefore, the impact experienced by the firm is a result of employee performance in line with the company's wishes and provisions, as seen from the overall results of employee performance.

F. CONCLUSION

Based on the results of the research and discussion in the previous chapter, several conclusions can be drawn from this research, including:

1. The leadership style that currently exists at Baghdad Hospital is always paying attention to the needs of employees, conducting deliberations for the best results for the company and its employees, giving employees the right to make decisions regarding the completion of the work being carried out.
2. Discipline towards employee performance at Baghdad Hospital shows the results: Good quality of performance, quantity is determined by the performance of employees.
3. Work discipline is very important in an effort to ensure the maintenance of order and the implementation of each task. Without high work discipline it is difficult for companies to succeed. In enforcing work discipline, every work discipline violator is subject to punishment.

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