



The role of a spiritual approach to the ISO model is integrated in health services in the Haji General Hospital, South Sulawesi

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Abstract:

Implementation of ISO integrated in health care at the General Hospital of South Sulawesi province Haji indicate financial performance increased significantly but the public satisfaction index fluctuated in the past three years, as well as the usability of the staff (s) only 0.3 points, far below the standard. The aim of this study compare the productivity performance of the employees who provide health care to the spiritual role of the ISO model, integrated health services without the role of the ISO model integrates spirituality and to assess the relationship of spiritual interventions on employee productivity and assess differences in cortical values employees who provide health care to the spiritual role of the ISO model and integrated health services without the spiritual role of the ISO model integrated. This study applied a quasi experimental with the pre and post test design. Unit of analysis is the KP 20 and 20 KK, the research instrument was a questionnaire and cortical values, two phase measurements for 1 month. Results showed a positive and significant correlation P (Sig <0.05) between the altruistic and productivity, there is a positive and significant correlation P (Sig <0.05) between the meaning of life and productivity, there is a positive and significant correlation P (Sig <0.05) between positive emotions and productivity, there is a negative correlation P (Sig > 0.05) between cortical and productivity, there are differences in labor productivity before and after treatment by calculating $X^2 > X^2$ table. To sum up, the role of a spiritual approach is a positive role in improving the productivity of workers, there is a positive and significant correlation between altruistic, meaning of life, positive emotions toward work productivity workers. The lower the value the higher the cortical respondents performance. There are differences in labor productivity before and after treatment. Suggestion: Make spiritual activities as an effort to build an Islamic cultural quality for other interested researchers can continue to test Solomon Test.

Key words: Spiritual, ISO integrated, Cortical and Productivity

Introduction

In the last hundred years, there has been spectacular growth in science and technology that brings prosperity to a third of the world's population. But at the same time, this planet has been plundered and robbed by a group of people (Mochtar Lubis, 1993; [1]. Reflecting the trends happening in the world of information technology is changing nearly every lifestyle. Not only the way people work and shop changed, the way the country and the people transacting or interaction even have changed. The director is the owner of Microsoft and other companies. Corporation was conclusively determine because there is a huge shift that center of innovation and the creation of a future shift to the world of University Corporation [2]. If this is the reference, civilization faces an unimaginable future that advances energy corporate world solely driven by greed. Therefore, in the world of work, especially in the realm of public services needed spiritual touch.

Management is no longer a matter of "Skill" solely but also about morality. Stephen R. Covey [1] introduced the eighth habits needed to be "good corporate leader". Eighth habit it turns out is a spiritual power (spiritual Quotient) the authors interpreted as a conscience that has character and a tendency to communicate with God and a call to act and share the success to the people at large. According to Masdar Hilmy [3] institutionalization of public morality which originated from the substance of religious values in the public sphere appropriate governance principles (Good and Clean Government). In this context, the turmoil Nurcholish Madjid [4] about frivolous public morality of religious doctrine becomes unreasonable, then we deserve to do self-criticism and reflection, what positive contribution can be donated or system of rites of worship for the quality of public civility ?. Is there any prayer, fasting and alms example proved substantially contribute to the establishment of Good and Clean Government in public spaces.

On the other hand, that today was going positive developments that took place in the arena of the business world. Spiritual terms like "team spirit, a spirit of cooperation" and "Esprit de Corps" has become an interesting theme in several organizations in both business and public [5]. Religious behavior in the work, according to Ahmad Muhammad, is in actuality an internal self-motivation is rooted in the awareness and responsibility in the work arising from the belief that achievement is part of the quality of worship should not be contaminated by the negative values completely not religious. Referring to data reported by the "American Society for Training and

Development" (2007), there are about 54% of employees like robots because it refers to the model of "Get the Job Done" or monotonous work just reward. Characteristics such employees happy when payday, avoiding the problem rather than solve it, works not from a sincere heart. Approximately 17% of the model of "Get the job done". Hates his job and is not excited, but the spirit is the most important problem in the workplace, not about strategy and tactics. The low morale and work productivity, the paradigm problem, not the problem behavior model "monotonous work", which suffered for failing to interpret and discover the beauty of the work. "If the heart is sincere, we can think more clearly, able to live life more effectively and productively to achieve the goal. Even the relationship with whoever would build more enjoyable.

Materials and Methods

Types of Research

This type of research is qualitative research and quantitative research. Quantitative research using quasi experimental design with pre and post test experimental. While qualitative research respondents will be given an open instrument, and given the opportunity to provide the answer itself (viewpoint EMIC)

Location Research

This study was conducted in all units of Haji General Hospital, South Sulawesi Province for one month, after obtaining the researching of Haji General Hospital of South Sulawesi.

Population and Sample

The population includes 317 people (structural and non-structural power). Structural power and energy 29 288 non-structural. The sample size was calculated with a technique known Solvin because the population is small and the number is <10,000. and be obtained sample of 76 people. The sampling technique proportionate stratified random sampling. The proportion is 12:24. For Structural = $0.24 \times 29 = 6.96$ rounded up to 7 people and For Non Structural = $0.24 \times 288 = 69.12$ rounded up 69 people.

Results

To determine the significance of relationships between variables or statistical tests performed multiple regression analysis and computer facilities mixed data with SPSS version 20 with a significance level of $\alpha < 0.05\%$, the provisions on the acceptance or rejection of the hypothesis if the significance $\alpha \leq 0.05$ H_a is accepted and H_o rejected, and vice versa.

Analysis of Research Variables**Table 1:** Frequency Distribution of Spiritual Component (Altruist, The Meaning of Life, Positive Emotions) by category of respondents in the treatment group (KP) and the Control Group employees Haji Hospital of South Sulawesi province in 2014.

Variables	KP			KK		
	Pre test	Post test	P =	Pre test	Post test	P =
1. Altruist			0,021			0,192
Very good	11 (55)	20 (100)		2 (10)	2 (10)	
Good	9 (45)	-		17 (85)	16 (80)	
Average	-	-		1 (5)	2 (10)	
Total	20 (100)	20 (100)		20 (100)	20 (100)	
2. Meaning of life			0,032			0,192
Very good	11 (55)	17 (85)		13 (65)	13 (65)	
Good	9 (45)	3 (15)		7 (35)	7 (35)	
Average	-	-		-	-	
Total	20 (100)	20 (100)		20 (100)	20 (100)	
3. Positive emotion			0,048			0,192
Very good	13 (65)	17 (85)		15 (75)	15 (75)	
Good	7 (35)	3 (15)		5 (25)	5 (26)	
Average	-	-		-	-	
Total	20 (100)	20 (100)		20 (100)	20 (100)	
4. Productivity			0,011			0,192
Very good	2 (10)	10 (50)		10 (50)	9 (45)	
Good	18 (90)	10 (50)		10 (50)	10 (50)	
Average	-	-		-	1 (5)	
Total	20 (100)	20 (100)		20 (100)	20 (100)	
5. Cortical			0,038			0,192
Very good	-	-		1 (5)	1 (5)	
Good	10 (50)	15 (75)		13 (65)	12 (60)	
Average	10 (50)	5 (25)		5 (25)	7 (35)	
Bad	-	-		1 (5)	-	
Total	20 (100)	20 (100)		20 (100)	20 (100)	

Table 1 in the treatment group significantly different where P (sig <0.05) from the excellent category Altruist variables before and after treatment. In the treatment group significantly different where P (sig <0.05) of the variable meaning of life before and after treatment. In the treatment group significantly different where P (sig <0.05) of the Positive Emotions variables before and after treatment. In the treatment group significantly different where P (sig <0.05) of variable labor productivity before and after treatment. In the treatment group significantly

different where P (sig <0.05) of the variable cortical before and after treatment. Table 1 shows the Control group variable Altruist, The Meaning of Life, Positive Emotions, and Work Productivity Cortical did not show any difference between the first measurement scale with a second measurement scale where P (sig > 0.05).

Table 2: Cross tabulation between Spiritual Dimensions (Altruist, The Meaning of Life, Positive Emotions) on work productivity in the treatment group (KP) and the Control group (KK) Hospital employee Haji South Sulawesi province in 2014

Variables		Productivities		Σ Sample	Test X ² X ² = 6,33
		Changed	Unchanged		
Altruist					
a.	Treatment group	9	11	20	P = 0,030
b.	Control group	1	19	20	
Meaning of life					
c.	Treatment group	6	14	20	P = 0,039
a.	Control group	0	20	20	
Positive emotional					
d.	Treatment group	9	11	20	P = 0,030
a.	Control group	0	20	20	
Corticol					
e.	Treatment group	5	15	20	P = 0,0108
a.	Control group	1	19	20	
Productivity					
f.	Treatment group	8	12	20	P = 0,037
a.	Control group	1	19	20	

Chi Square test results obtained X² = 6.33 and P = 0.030 with an error level of 5%, and df = 1 then X² table = 3.841. It turns out that the price of the X² count is greater than X² table for error level of 5%. Thus, Ho is rejected and Ha accepted. so it can be concluded that there are significant differences between altruistic before and after treatment. Based on the test results obtained Chi square then X² = 4.91. With a 5% error level and df = 1 then the price table X² = 3.841. Thus, Ho is rejected and Ha accepted. so it can be concluded that there are differences in the Meaning of Life before and after treatment. Based on Chi Square test results obtained X² = 6.33 and P = 0.030, with a standard error of 5% and df = 1, then X² table = 3.841. Apparently the price X² hitung > of X² table (6.33 >

3.841). Thus, Ho is rejected and Ha accepted. So it can be concluded that there are differences in Positive Emotions exist before and after treatment. Based on the test results obtained Chi Square = 1.77 and X² count with 5% error level and df = 1, then X² table = 3,841, the price X² count < X² table (1.77 < 3.841). Thus Ho accepted and Ha rejected. So it can be concluded that there is no difference in corticol levels before and after treatment. Based on the results of Chi Square test the X² count = 5.17 and P = 0.037. With a 5% error level and df = 1, then X² table = 3.841. It turns out that the price of the X² count > X² table (5.17 > 3.841), for a 5% error level. Thus Ha Ho Rejected and Accepted. So it can be concluded that there are differences in labor productivity before and after treatment.

Table 3: Relationship Altruist, The Meaning of Life, and Positive Emotions on Productivity in Treatment Group (KP) and the Control group (KK) General Hospital of South Sulawesi province Hajj 2014

Variables	Treatment group						Control group					
	Before			After			Before			After		
	X	S	(X-S) ²	X	S	(X-S) ²	X	S	(X-S) ²	X	S	(X-S) ²
Altruist	100,	4,8	9082,	107,1	3,8	10681	93,2	6,5	7504,	90,2	7,1	6905,
	15	5	09	5		,22	7		757	5		61
Meaning of life	71,5	6,2	4265,	76,9	5,3	5126,	74,6	6,5	4637,	73,6	5,3	4664,
	5	4	396			56			61			89

Positive emotional	73,7	7,2	4422,25	79,65	6,1	5409,603	76,9	5,3	5133,723	74,8	4,6	4935,063
Cortical	3,55	0,5	9,3025	3,75	0,4	11,0224	3,7	0,6	9,3636	3,85	0,6	10,245
Productivity	81,25	5,56	5728,976	5728,976	6,68	6917,249	89,4	6,5	6872,41	87,7	7,0	6507,649

Table 3 shows the average value and standard deviation of the variable altruist, Meaning of Life, Positive Emotions, cortisol and Work Productivity. Standard deviation (standard deviation) is a distance from the mean value in the group /

average $(X1 - M)$, when squared will be $(X1 - M)^2$. The number of squares is hereinafter referred to as JK and is of such a group. Because in testing hypotheses involving more than two groups of samples there will be some sort JK (Sum of Squares).

Table 4: Summary Results of Anova calculation

Variation sources	Dk	Quadrat number	MK	F Count	F Table	Decision
Total	$40 - 1 = 39$	2251		18,57	$\alpha 5 \% = 4,10$ $\alpha 1 \% = 7,38$	Ft > Fc So, Ha is accepted
Inter group	$2 - 1 = 1$	739	739			
In group	$40 - 2 = 38$	1512	39,78			

Table 4 shows the count rates of 18.57. This price is then compared with the price of the table with numerator denominator dk m - 1 and the denominator N - m. Thus dk numerator 2-1 = 1 and denominator df 40-2 = 38. Based on these two dk it can be seen that the price Ftable to 5% = 4.10 and for 1% = 7.35. Apparently Fcount 18.57 greater than the price Ftable = 4.10 and 7.38. Because the price of F is much greater than the price of a good Ftable for error level of 5% and 1%, then the hypothesis is

rejected proposed Ho, Ha accepted. Conclusion: There are differences in employee productivity with the intervention (Tausyiah / religious speech) can increase labor productivity in the Treatment Group. Similarly to the controls of group can be known whether there is a difference in employee productivity Haji General Hospital of South Sulawesi province during two measurement periods pretest posttest control and control with the use of ANOVA.

Table 5: Summary table of ANOVA results of calculations

Variation sources	Dk	Quadrat number	MK	F count	F table	Decision
Total	$40 - 1 = 39$	1874		0,55	$\alpha 5 \% = 4,10$ $\alpha 1 \% = 7,35$	F count < F table, So, Ho is accepted
Inter group	$2 - 1 = 1$	27	27			
In group	$40 - 2 = 38$	1847	48,60			

Table 5 we can see price of F by 0.55 < F table of 4.10. Because of F are in the reception area of Ho, then Ha is rejected, Ho is accepted. so there is no significant difference in productivity between the pre-test control on employee Haji General Hospital of South Sulawesi province. ANOVA comparing the calculation results between the treatment group and the control group is seen that there is a difference in

the treatment group work productivity before and after treatment, whereas the control group there was no difference in labor productivity when the first measurement and the second measurement.

Table 6: Summary table of ANOVA results of calculations

Variation sources	Dk	Quadrante number	MK	F count	F table	Decision
Total	40 – 1 = 39	601,11		0,61		F count <
Inter group	2 – 1 = 1	9,45	9,45		α 5 % =	F table
In group	40 – 2 = 38	591,55	15,56		4,10	So, Ho is accepted

From the ANOVA summary table visible F count rates of 0.61 <F table at 4.10. Because of F are in the reception area of Ho, then Ha is rejected, Ho is accepted. It can be concluded that there is no difference cortical values employees with the intervention (tausiah / religious speech did not affect the significance of the decline in cortical. Similarly,

for the control group it can be seen whether there is any difference in cortical Employee General Hospital of South Sulawesi province Hajj during two measurement periods namely pre test and posttest Controls by using one way ANOVA (correlated samples).

Table 7: Summary table of ANOVA results of calculations.

Variation sources	Dk	Quadrante number	MK	F count	F table	Decision
Total	40 – 1 = 39	801		0,25		F count < F table
Inter group	2 – 1 = 1	5,29	5,29		3,481	So, Ho is accepted
In group	40 – 2 = 38	800,71	21,07			

In Table 7 ANOVA summary above shows that the price of F is 0.25 <F table 4.10, for the reception area of F is Ho, then Ho is accepted, so it can be concluded that there is no difference in cortical values in the control group of employees General Hospital Hajj area of South Sulawesi province.

Discussion

The frequency distribution of spiritual components particularly Altruist apparent difference between treatment groups (KP) and the Control group (KK). In the treatment group (KP) Altruist the excellent category of 11 people (55%) increase to the category of very good 20 people, meaning that an increase in 9 (45%). While in the control group (KK) no increase in the excellent category at the time of the second measurement time. From the Chi Square test results obtained $X^2 = 6.33$. With a 5% error level and $df = 1$, then X^2 table = 3.841. It turns out that the price of the X^2 count > of X^2 table for error level of 5%. Thus, Ho is rejected and Ha accepted. so it can be concluded that there are significant differences between altruistic before and after treatment.

The results of the correlation test treatment group showed a positive correlation of 0.557 between the Altruist and work productivity. This is reinforced by the results of the t test $t = 2.98$ which is greater than t table = 2.101 with an alpha of 0.05. While the control group correlation test results showed no difference between the Altruist and work productivity. It can be concluded that there is a significant positive relationship between employee productivity Altruist with Haji Hospital of South Sulawesi province after a given treatment in treatment group. This statement is the answer to the second research question that Altruist correlated with labor productivity. Expressed by Spitzberg and Cupach (De Vito, 1996) in Nashori, Fuad, 2008, that interpersonal competence comprises the abilities necessary to establish an effective interaction. This ability is marked by the presence of certain psychological characteristics that are very supportive in creating and maintaining good interpersonal relationships and satisfying. It includes knowledge of the context in interaction, knowledge of non-verbal behavior of others, the ability to tailor communication to the context of ongoing interactions, adapts to the person in the interaction, and other skills.

On the Positive Emotions dimensions including the excellent category, there were 14 people (70%), and increased the number of categories is very good 17 people (80%) after the treatment given to the treatment group (KP). On the other hand the control group (KK) Positive Emotions dimension which includes the excellent category there are 17 people (85%) and actually decreased the number of variables Positive Emotions to 15 people (75%) while the second measurement scale. There is a correlation between the variable Positive Emotions with Productivity (sig <0.05) in the control group when the post-test control. Similarly, in the treatment group before and after treatment showed no correlation between Positive Emotions with Productivity where P (sig <0.05).

From the paragraph above has provided answers to the four research questions that variable Positive Emotions correlation with labor productivity. The mechanism can be explained that the emotional impact on the productivity of employees of the organization, employees who work with negative emotions, it is certain that the output will not be optimal productivity, especially Hospital an institution not only capital intensive, resource-intensive, technology-intensive, too dense matter, all of which easily generate Negative Emotions. Negative Emotions employees besides affecting work productivity, profits, teamwork, endurance, morale of the organization. Enormous pressure on employees Emotions visible from a variety of causes, ranging from inadequate salaries, work load is so large that choke does not match the capacity of the individual, boredom, frustration, and exacerbated the lack of recognition of employee contributions to the organization. To explore the sources of stress factors can be revealed some of the answers that have been analyzed questionnaires of 17 questions regarding variables that correlated with positive emotions productivity performance.

When seen answers on questionnaires when respondents providing care and services there is something unexpected seen answers given by the respondents are points 4 and 5 except that the member is only 1 3-point scale (5%), meaning that the respondents Positive Emotions felt a happiness. Employees who perform services that do not fit are not directly sanctioned by the head of the room but rather examines the roots of the problem to look for solutions to solve. Negative emotions (anxiety, pain, and stress, etc.) are not addressed could adversely affect the productivity of the respondents 90% someone is grading scale point 5. The respondents mostly agreed to consider it important as a worker to

be able to cope with Negative Emotions so their professional lives not disturbed. Similarly, about enjoying the realization that everything is created on a specific purpose / take lessons on life, 90% of the respondents gave 5-point scale. If there is a problem in the workplace need to be optimistic about the Lord's help 95% to scale point 4 and 5. There is an employee (5%) strongly agree when using intimidation as a means of team development. To manage relationships with other people's insistence on self-control required 95% of respondents agreed. As of relationships in the workplace needs to be created so that the working climate within the organization to become conducive, all respondents agreed to scale point 5. When asked to comment whether it is necessary to eliminate bias and prejudice against individuals working group only 1 respondent (5%) who strongly disagree. Bid against the respondents need to develop emotional intelligence to improve productivity, only one respondent who responded disagree.

In providing services need to understand the feelings of others and see others based on their perspective before taking action, only one respondent who responded disagree. When asked his opinion about stop hating, because we cannot possibly effectively directing negative feelings, there are 2 people who responded disagree. Learn to use the power of humility and at the same time or do not humble themselves and others there are 2 people who responded disagree. From the description of the dimensions of Positive Emotions are correlated with labor productivity, reflected there are employees in providing services with Negative Emotions will affect the difficulty of building a culture of teamwork. Negative Emotions that is very detrimental to secret societies, each manager must be a leader of change that transforms Negative Emotions into Positive Emotions. The trick is to manage employees through Altruist behavior that feeling through a sincere heart problems facing employees.

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