



Management Function and Self Concept on Employee Performance at Lamaddukkelleng Regional Hospital, Wajo District

Baso Hendra¹, Gunawan², Ansar³, Mattalatta⁴, Kurniawaty⁵

STIE AMKOP Makassar^{1,2,3,4,5}

Abstract

This study aims to examine the influence of management functions and self-concept on the performance of Lamaddukkelleng Hospital Employees, Wajo Regency. The population in this study were all employees at Lamaddukkelleng Hospital, Wajo Regency, and the sampling was done using the Purposive sampling method, so that the sample in this study was 216 employees. The analysis method used was correlation and t-test. This study found that there is a strong and significant influence of management functions and self-concept on the performance of employees of Lamaddukkelleng Regional Hospital, Wajo Regency. Effective management not only increases operational efficiency but also has a direct impact on the quality of health services provided to the community. Self-concept is a psychological factor that greatly influences the way a person thinks, acts, and interacts in the work environment. In the context of employee performance, a positive self-concept can increase productivity, efficiency, and quality of service at Lamaddukkelleng Regional Hospital.

Keywords: Management Function, Self Concept, Performance

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I. INTRODUCTION

Employee performance is one of the key factors that determine the effectiveness and efficiency of an organization, including in a hospital environment. Lamaddukkelleng Regional Public Hospital, Wajo Regency as a health service institution has an important role in providing quality medical services to the community. To achieve this goal, optimal human resource management is needed through the implementation of effective management functions and strengthening employee self-concept.

Management functions include planning, organizing, directing, and controlling which are the foundation for managing human resources in a structured and systematic manner. The importance of management functions lies in its ability to manage various resources, including human resources, in a structured and systematic manner. Management functions which include planning, organizing, directing, and controlling are the foundation for creating good coordination, work efficiency, and high motivation among employees. The implementation of effective management functions will have a direct impact on improving the quality of service, productivity, and performance of employees in the hospital environment.

In addition, employee self-concept plays an important role in shaping work attitudes and behaviors. A positive self-concept reflects how individuals view, assess, and understand themselves, which has an impact on the level of self-confidence, work motivation, and the ability to adapt to challenges in the work environment. Employees with a strong self-concept tend to be more proactive, have high work enthusiasm, and are able to make significant contributions to achieving organizational goals. This study aims to analyze how management functions and self-concept contribute to employee performance at Lamaddukkelleng Regional Hospital, Wajo Regency. It is hoped that the results of this study can provide useful input for human resource management in hospitals, as well as be a reference for policy making that supports improving employee performance.

II. LITERATURE REVIEW

Management Functions

The theory of management functions has evolved over time, covering various aspects of organizational management. Management functions generally include planning, organizing, implementing, supervising, and evaluating (Muhlshottin&Roesminingsih, 2020). Management is seen as an art and science that requires interdisciplinary consideration and approach (Moko, W.et.al, 2021). The development of management theory is divided into four main schools: classical/scientific management, classical organizational theory, human relations, and modern management (Nalurita& Sari, 2023). Although there are differences of thought, experts generally agree on the basic functions of management (Ngumar, 2016). Understanding the basics of management, including its theories, functions, and concepts, is essential in applying management principles effectively (Siagian, 2021).

Management functions are important elements that are always present and inherent in the management process, and managers use them as a reference in carrying out activities to achieve goals. There are three important things in management, including achieving goals, using resources to achieve goals, and directing people to do their jobs well. The management functions put forward by Terry, G. R. (2021). namely the POAC theory presented in the book principles of management consist of: a. Planning is the most important process of all management functions because without planning other functions cannot function.

1. Planning is the process of setting goals/targets and activities needed to achieve those goals. Planning in this study is the basis for achieving goals such as creating a vision and mission, strategic plans and coordination that will be carried out to employees, plans for facilities and infrastructure used, the number of human resources to be recruited, and making a budget plan for the period.
2. Organizing is a way to gather people and place them according to their abilities and expertise by creating an organizational structure and job description and carrying out activities and training
3. Directing (Actuating) in this study is an activity carried out by the leader to guide, motivate, organize all activities that have been given tasks in the form of providing motivation to employees, providing solutions to employees and guiding employees in their duties and responsibilities and always communicating with employees so that work runs smoothly.
4. Controlling is an activity to supervise the tasks given that have been planned in advance to achieve company goals.

Self-Concept

Self-concept is an individual's view of themselves, including values, attitudes, and other attributes (Shintaviana, 2014). Symbolic interactionism theory states that self-concept is formed through social interaction, with family as the main factor (Shintaviana, 2014). Positive self-concept produces high self-confidence and influences a person's success (Yahaya& Ahmad, 2010). Research shows a significant relationship between self-concept and student learning achievement (Sumantri, 2011). From an Islamic perspective, self-concept includes a person's view as a creature, a servant of God, and a caliph (Azhari et al., 2024). Sufism theory emphasizes the importance of letting go of self-view and focusing on God to achieve perfection (insankamil) (Azhari et al., 2024). Understanding self-concept is important for individuals and organizations to improve performance and self-development.

According to Calhoun &Acocella (1990) self-concept has three dimensions, namely self-knowledge, self-expectations and self-assessment.

a. Knowledge

The first dimension of self-concept is about what we know about ourselves, including in this case gender, ethnicity, occupation, age and so on.

b. Expectations

Our view of ourselves cannot be separated from the possibility of what we will become in the future. Expectations can be said to be the ideal self. Every hope can generate a driving force to achieve these expectations in the future

c. Assessment

the results of self-evaluation, how much we like ourselves. The greater the discrepancy between our ideal and actual self-image, the lower our self-esteem will be. Conversely, people who have high self-esteem will like what they are, what they do and so on.

Performance

Etymologically, performance comes from the word work achievement (performance). As stated by (Wahyudi, 2021) states that in general performance is divided into two, namely individual performance and organizational performance. Performance is a function of motivation and ability. To complete a task or job, a

person should have a certain degree of willingness and level of security. A person's willingness and skills are not effective enough to do something without a clear understanding of what is being done and how to do it.

Performance is a real behavior displayed by each person as a presentation of work produced by employees according to their role in the company. The definition of performance according to (Sutarno et al., 2019), "performance comes from the word job performance or actual performance (work performance or actual achievement achieved by someone). Performance is "the results in terms of quality and quantity achieved by an employee in carrying out his duties according to the responsibilities that have been given to him". Performance assessment refers to a formal and structured system used to measure, assess and influence conditions related to work, behavior and results, including the level of absenteeism. Thus, performance appraisal is the result of employee work within the scope of their responsibilities (Eliyanti, 2020). In a globally competitive business world, companies require high performance. At the same time, employees need feedback on their work results as a guide for their behavior in the future. Workers also want to get positive feedback on the various things they do well, even though in reality the results of the performance appraisal are still more in the form of corrections/criticism.

III. RESEARCH METHOD

The population in this study were all employees at Lamaddukkelleng Regional Hospital, Wajo Regency, and the sampling method was purposive sampling, so that the sample in this study was 216 employees. The analysis method used was correlation and t-test. This study consists of three variables, namely Management Function and Self-Concept and employee performance as the dependent variable. Indicators of the management function variable are planning, organizing, directing and controlling. While the self-concept variable with indicators of knowledge, expectations, and assessment.

IV. ANALYSIS AND DISCUSSION

Results

Table 1. Correlations

		Management function	Self concept	Performance
Management function	Pearson Correlation	1	.125	.535**
	Sig. (1-tailed)		.014	.000
	N	216	216	216
Self concept	Pearson Correlation	.125	1	.233**
	Sig. (1-tailed)	.014		.003
	N	216	216	216
performance	Pearson Correlation	.535**	.233**	1
	Sig. (1-tailed)	.000	.003	
	N	216	216	216

** . Correlation is significant at the 0.01 level (1-tailed).

Based on Table 1. It can be seen that the correlation relationship between management functions and self-concept on employee performance is all significant. Management functions have the most dominant correlation value on performance from self-concept of 0.535. Next, self-concept with a correlation value on performance of 0.233

Table 2. Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	2.449	.385		6.366	.000
Management function	.473	.067	.514	7.101	.000
Self concept	.178	.077	.168	2.328	.021

a. Dependent Variable: performance

Furthermore, based on table 2, the formulation is obtained

$$Y = 2.449 + 0.473X_1 + 0.178 X_2$$

1. The constant of 2.449 means that if the management function and self-concept are 0, then employee performance (Y) is 2.449
2. If the management function increases by 1 unit, then employee performance will increase by 0.473 units with the assumption that the actional self-concept has a fixed value
3. If the self-concept increases by 1 unit, then employee performance will increase by 0.178 units with the assumption that the management function variable has a fixed value.

V. Discussion

1. The Influence of Management Functions on Employee Performance

From the results of the study, it was found that the management function has a positive and significant influence on the performance of Lamaddukkelleng Hospital employees. Management is a key element in managing human resources in various organizations, including hospitals. Lamaddukkelleng Hospital, as a health service institution, relies heavily on the effectiveness of management to ensure optimal employee performance. The management function not only regulates the workflow but also determines how employees contribute maximally to achieving organizational goals. In terms of Planning at Lamaddukkelleng Regional Hospital, good planning includes managing the needs of medical personnel, capacity development, and strategies for improving service quality. With structured planning, employees have clear guidelines to carry out their duties effectively. Effective organization at Lamaddukkelleng Regional Hospital includes clear division of tasks, establishing a hierarchy, and managing work teams. This ensures that each employee understands their role, reduces internal conflict, and increases work efficiency. Direction relates to how managers motivate, guide, and inspire employees to achieve organizational goals. In the Lamaddukkelleng Regional Hospital environment, a good leadership style can create a positive work atmosphere, improve work morale, and encourage employees to provide the best service to patients. And finally Controlling The control function involves monitoring and evaluating employee performance to ensure that all activities are running according to plan. Lamaddukkelleng Regional Hospital requires an effective monitoring system to identify deviations from established standards, take corrective action, and make continuous improvements. This performance evaluation is also the basis for employee training and development programs. From the explanation above, it is clear how important the management function is for employees at Lamaddukkelleng Regional Hospital, Wajo Regency. Simpson & Simpson, (2022), Yasin, N. A., et.al (2023,) Bulan et al., (2024), and Ashtalkoska et al., 2023 stated the same thing in their research that the management function plays an important role in improving employee performance in various organizational contexts. Effective management practices, including planning, organizing, leadership, and controlling, significantly affect employee behavior, satisfaction, and productivity.

2. The influence of self-concept on employee performance

From the results of the study, it was found that self-concept has a positive and significant influence on the performance of employees at Lamaddukkelleng Hospital. Self-concept influences employee performance at Lamaddukkelleng Hospital because self-concept reflects how employees view themselves in the context of work and the work environment. According to respondents, employees with positive self-concept tend to have a higher level of self-confidence in carrying out their duties. They feel capable of facing challenges, are more proactive in working, and are motivated to achieve optimal results. Employees with good self-concepts are more easily able to adapt to changes and job demands at Lamaddukkelleng Hospital. They are more open to constructive criticism and willing to learn to improve their skills. In addition, in hospitals, the quality of service is highly dependent on the psychological condition of the workforce. Employees with positive self-concept are better able to provide friendly, professional, and empathetic service to patients, which ultimately increases patient satisfaction. Employees with positive self-concept have an easier time interacting with coworkers, doctors, and patients. They have better communication skills and are able to work together as a team, which is very important in a hospital environment. Overall, positive self-concept helps Lamaddukkelleng Hospital employees to work more confidently, effectively, and dedicatedly, which ultimately improves individual and organizational performance. This study is in line with the results of research by Yu & Bailey (2024), Yasin, N. A. (2022), Schürmann (2023) and Pomerance et al. (2021) which states that self-concept plays an important role in improving employee performance, as evidenced by various studies. Self-concept includes self-esteem, self-efficacy, and clarity of self-assessment, all of which significantly affect motivation and work outcomes.

VI. CONCLUSION

The management function has a very important role in improving employee performance at Lamaddukkelleng Regional Hospital. Harmonious integration between planning, organizing, directing, and controlling will create a productive and professional work environment. Effective management not only improves operational efficiency but also has a direct impact on the quality of health services provided to the community. Self-concept is a psychological factor that greatly influences the way a person thinks, acts, and interacts in the work environment. In the context of employee performance, a positive self-concept can improve productivity, efficiency, and quality of service at Lamaddukkelleng Regional Hospital

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