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Research Article

Islamic Perspective in E-Service Quality-based Knowledge Sharing on Islamic Hospital Employee Performance Improvement

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Abstract.
Technological developments now greatly affect the activities of health organizations and are expected to encourage better hospital performance. One of the efforts that can be made to increase employee knowledge related to technological developments is through knowledge sharing. Measuring the quality of hospital management information systems from the user's point of view using the e-service quality method. The study aims to determine the effect of knowledge sharing and e-service quality information systems on employee performance in Islamic hospitals that have followed global budget rules in West Java. This research uses a quantitative method with a causal research type. Information is collected directly from the field to find out the opinion of the respondents on the object being studied. The researchers used judgment sampling with the number of samples obtained using the Bernoulli method with an error of 5% so that the minimum number of respondents was 128. The research data were obtained through the results of interviews and questionnaires. The data were processed, analyzed, and then conclusions were drawn using the cross-sectional method. The results of the analysis show that both knowledge sharing and e-service quality are in good category and employee performance is in the very good category. The variables of knowledge sharing and e-service quality both partially and simultaneously have a positive and significant effect on employee performance with a moderate effect.

Keywords: e-service quality, employee performance, Islamic hospital, knowledge sharing

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1. Introduction

The performance of healthcare service organization is getting better with the support of current technological developments. Technology greatly affects hospital activities, from the operational side, managing human resources, and providing education that aims to invite prospective patients to use hospital services. Acceleration in facing new challenges is carried out by utilizing information and communication technology that puts forward the speed of results [1]. Changes that occur in the business environment also require hospitals to increase the knowledge of their employees. One of the efforts that can be made to increase employee knowledge is through training and knowledge sharing. Knowledge sharing is a culture of social interaction that involves the exchange, knowledge, experience and skills of employees through all parts of the organization [2] which play a role in making a more competitive organization.

In the Islamic perspective, sharing knowledge is an important factor to get the *ridha* (pleasure) of Allah SWT. and provide guidance in everyday life in passing down what we have to be learned by others so that it becomes a sustainable charity [3]. Research related to knowledge sharing that has been done previously stated that organizational learning stimulates the effect of knowledge sharing on employee performance.

Knowledge sharing is an important process in modern organizations [4]. Because knowledge is a source of competitive advantage, it takes a high level of motivation for an individual to be willing to share his knowledge. This requires a platform, culture, and trust between individuals to encourage them to share their knowledge [5].

Characteristics of knowledge that is personal, mobile and portable and knows no boundaries, therefore good and superior ideas can be easily imitated. The fear of losing profits and the perception that one does not get enough reward for the knowledge that is shared are the main limitations in this knowledge sharing practice [6]. This makes knowledge sharing an uncommon practice in most organizations.

In his research, Aslam [5] stated that knowledge sharing is formed from three dimensions, namely:

1. Structural dimensions. Social interaction is the main indicator in this dimension.

2. The relational dimension. This dimension consists of trust, reciprocity, and identification/characteristics as indicators.

3. Cognitive dimensions. This dimension consists of a common language and shared vision as an indicator.

The knowledge sharing process for exchanging explicit and implicit experiences, as well as providing ideas and skills tends to be higher when everyone in the organization knows each other well and interacts frequently [5], [7], [8]. Social interaction media for the information flow and the exchange of resources within an organization can be in the form of an information system with a website or application platform.

Effective and efficient use of information systems and technology can increase employee productivity[9]. Building innovative information systems can lead to higher employee productivity because technology can contribute to increased productivity when used with other resources effectively [10]. The quality of information systems is very important for organizations. Employees are required to be able to share the knowledge they have, this must be supported by a good information system. The organization must ensure that the media used in the information system run properly. The concept that can be used to ensure the quality of information system services is e-service quality.

Service quality is a gap between expectations and evaluation of service experience [11]. While e-service quality is an evaluation and assessment of consumers as a whole on the superiority and quality of electronic service offerings in the virtual market [12]. Service performance and previous expectations will affect the evaluation of services [13], so it is important for service providers to know how electronic service users evaluate the quality of services that have been provided.

E-service quality is determined by efficiency, information quality, responsiveness, and privacy [14]. e-service quality can also be seen from two aspects, namely the application quality aspect and the customer service quality aspect. e-service quality based on aspects of customer service quality is determined by reliability, responsiveness, competence, courtesy, credibility, access, communication, understanding the customer, and continuous improvement [15].

Employee performance is the contribution given to the organization including output quantity, output quality, output period, attendance at work and cooperative attitude in carrying out its functions in accordance with the responsibilities given to him [16], [17]. Employee performance is also defined as the work achieved by each employee in carrying out work assignments based on the size and time that has been determined in order to realize organizational goals [18].

This study will analyze the application of knowledge sharing from an Islamic perspective in e-service quality and its effect on employee performance, especially in Islamic Hospitals that have followed global budget rules in West Java in order to have a competitive advantage in the current hospital digitization era.

2. Research Method

The quantitative method was used in this study which is carried out to generalize data from a sample in the population, therefore this study uses a survey design based on the philosophy of positivism, which aims to test the established hypothesis. This research is included in causal research to identifies the extent and nature of cause-and-effect relationships between two or more variables, that carried out when the researcher has seen or read previous research that discusses the relationship between variables. The study was conducted without affecting the sample before collecting data and for data collection in this study it was carried out in one period, then the data was processed, analyzed, and then conclusions were drawn using the cross-sectional method [19].

This study uses primary data using direct questionnaires with the group administration method using google forms distributed on the WhatsApp application, while secondary data uses third party data such as books, white papers, journals, articles and others. In this study, the population determined by the authors were all employees of a sharia hospital with a total of 190 employees. To get a sample, the researchers used judgment sampling with the number of samples obtained using the Bernoulli method [20] with an error of 5% so that the minimum number of respondents was 128 respondents.

Data analysis was carried out after collecting data which was then analyzed with the help of the SPSS statistical program using the t test to partially test the hypothesis and the F test was used to test the hypothesis simultaneously. And the last is to find the value of the coefficient of determination to show other effects that are not found in this study [21].

3. Result and Findings

Based on the results from the questionnaires that have been distributed to Islamic Hospital employees, it can be seen that the knowledge sharing variable has a good rating with a score of 78.18%. With the largest score on the statement 'I am proud to be a part of this hospital' of 85.49% and the smallest score on the statement 'coworkers at this hospital will not take advantage of others even when there is an opportunity' of 71.37%. Of the five statements with the smallest value, four are statements regarding trust between co-workers and the other comes from social interaction, this can illustrate that trust between employees in this company must be increased because one-third of the time employees live in the office with higher interaction between employees.

Increasing trust between employees requires a platform, culture, and trust between individuals to encourage them to share knowledge [5] which can be done by making team building activities in their work units or even between work units. It is hoped that by carrying out these activities openness among employees will be created so that the achievement of company goals and employee comfort in the workplace can be better. In addition, effective leaders are needed to be able to understand the characteristics of their employees in the context of trust building and mentoring which can be carried out in the company's internal programs [22].

On the e-service quality variable in the Hospital Management Information System that is currently being used, the overall assessment of this variable has a good rating with a value of 75.76%, with the highest score being the statement 'The hospital information system website creates a positive experience for you as users' with a value of 77.91% and the lowest value on the statement 'The hospital information system website has an attractive appearance' with a value of 74.12%.

Creating a new experience for users requires companies to be able to provide convenience in accordance with the purpose of investing in a hospital information system, namely increasing revenue for the company, because doing this will create speed and accuracy in work so that it can reduce costs incurred. In addition, with this hospital information system, the company can carry out patient maintenance to foster patient loyalty to the hospital so that in the future these patients can be moved to do positive WOM for patients or other prospective patients [23].

Based on the assessments that have been made by users, the five lowest ratings are related to the user interface of the hospital information system such as appearance, menus in the system, ease of use, contact center with developers and security of personal data.

Overall the employee performance appraisal is in the Very Good rating with a score of 86.52%, with all statement results being above 83%. The highest score is in the statement 'I am responsible for every action I take' with a score of 89.67% and the lowest is in the statement 'I do my job neatly and according to company standards' with a score of 83.27%.

Based on the above values, the company can continue to maintain employee motivation to continue to be able to act consistently on their performance and the company continues to conduct employee training regarding the application of work in accordance with established operational standards and needs to be measured regularly by the company [22].

To determine the magnitude of the role of the independent variable on the dependent variable can be known by calculation through the coefficient of determination as follows:

Table 1: Model Summary.

Model Summary^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,645^a	0,416	0,409	0,47596
a. Predictors: (Constant), Eservqual, KnowledgeSharing				
b. Dependent Variable: Employee Performance				

Source: calculation results (2022)

We can see from Table 1 that the magnitude value for the coefficient of determination is 0.416 x 100% = 41.6%. This value indicates that there is an influence of knowledge sharing and e-service quality on employee performance of 41.6% with 58.4% influenced by other factors or variables.

Table 2: Variable Coefficients.

Coefficients^a									
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
		B	Std. Error	Beta			Zero-order	Partial	Part
1	(Constant)	1,962	0,245		8,008	0,000			
	Knowledge Sharing	0,349	0,085	0,352	4,105	0,000	0,593	0,318	0,256
	Eservqual	0,264	0,065	0,350	4,083	0,000	0,592	0,316	0,255
a. Dependent Variable: Employee Performance									

Variable values that influence each other can be seen as follows:

1. The value of the influence of knowledge sharing on employee performance is:

X1 Y = 0.352 x 0.593 = 0.2089 = 20.89%

1. The value of the influence of e service quality on employee performance is:

X2 Y = 0.350 x 0.592 = 0.2076 = 20.76%

From the values that have been known, an image can be made that can influence each other between variables as follows:

The data analysis technique used in this research is multiple linear regression analysis which aims to get a comprehensive picture of the relationship between variables and other variables. Based on the results of data processing using the SPSS 22 program,
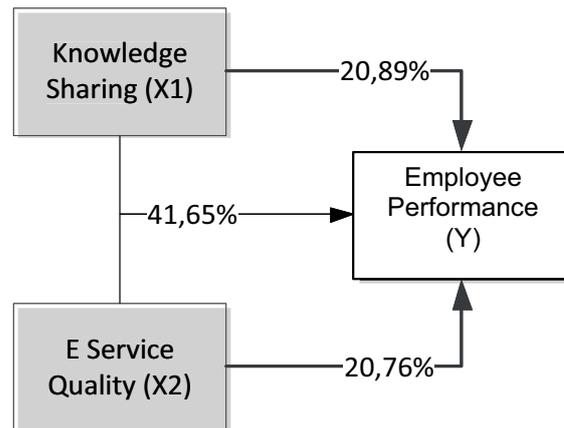
Figure 1: Coefficient determination.

the values of the constants and regression coefficients were obtained so that a multiple linear regression equation could be formed as equation (1)

Y = 1,962 + 0,349 X1 + 0,264 X2 (1)

Description:

X1 : knowledge sharing

X2 : e-service quality

Y : employee performance

From the equation we can see that the constant value is 1.962, it states that when the knowledge sharing (X1) and e-service quality (X2) variables are 0 (zero), the employee performance variable (Y) is 1.962. The value of the regression coefficient on the knowledge sharing variable (X1) is 0.349. This means that every 1 value increase in the knowledge sharing variable and other variables are constant, the employee performance variable will increase by 0.349. This coefficient is positive, meaning that there is a positive relationship between X1 and Y. The better the knowledge sharing, the higher the employee's performance. The value of the regression coefficient on e-service quality (X2) is 0.264. So it can be interpreted that every 1 point increase in the e-service quality variable (X2) and other variables constant will get an employee performance value (Y) of 0.264. This coefficient is positive, meaning that there is a positive relationship between X2 and Y. The better the e-service quality, the higher the employee's performance. This result strenghten the analysis of previous research by Aslam [5] that states knowledge sharing and e-service quality has positive ipact on employee performance.

Partial test (t-test) is used to determine whether or not there is an influence between knowledge sharing or e-service quality variables and employee performance variables, the formulation of the statistical hypothesis of this study is as follows:

Ho : β1 = 0 Variable knowledge sharing or e-service quality has a significant influence on employee performance variable.

Ha : β1 ≠ 0 Variable knowledge sharing or e-service quality does not have a significant effect on employee performance variable.

To test the above hypothesis, the t-test statistic obtained is compared with the correlation coefficient table so that the following results can be obtained:

1. The value of the t-test of the knowledge sharing variable is 4.105 > 1.976, with a probability of 0.000 < 0.05, therefore Ho is rejected and Ha is accepted, so it can be concluded that there is a significant influence between knowledge sharing on employee performance.

2. The value of the t-test of the e-service quality variable is 4.083> 1.976, with a probability of 0.000 <0.05, therefore Ho is rejected and Ha is accepted, it can be concluded that there is a significant effect between e-service quality on employee performance.

To determine the effect of all variables of knowledge sharing and e-service quality simultaneously have a significant effect on the Employee Performance variable, a simultaneous test (F-test) was carried out using the statistical hypothesis formulation as follows:

Ho : β1 = 0 Variables of knowledge sharing and e-service quality, simultaneously have no significant effect on employee performance variable.

Ha : β1 ≠ 0 Variables of knowledge sharing and e-service quality, simultaneously have a significant effect on employee performance variable.

To test the above hypothesis, the F-test statistics obtained from the ANOVA table are used as shown below:

TABLE 3: ANOVA.

ANOVA[a]					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	24,254	2	12,127	53,532	,000[b]
Residual	33,981	150	0,227		
Total	58,235	152			
a. Dependent Variable: Employee performance					
b. Predictors: (Constant), Eservqual, KnowledgeSharing					

Based on table 3, it can be seen that the F-test value of the knowledge sharing and e-service quality variables obtained results of 53.532> 3.056 with a probability of 0.000

<0.05, therefore Ho is rejected and Ha is accepted, it can be concluded that there is a significant influence between knowledge sharing and e-service quality on employee performance.

Based on the observations, it can be seen that the performance of employees seems to be getting better with the help of the developed information system. The speed, convenience and service perceived by consumers are getting better along with the reduced level of complaints from patients, while employee errors in doing work can be minimized due to the limitations and convenience of the information system owned. Efforts to develop this system are only running at the level of service acceleration efforts as an effort to fulfill the Revenue Center's research object activities.

With the knowledge sharing program carried out, the results of the work carried out by employees become more effective and efficient so that the provision of services to patients is better and cooperation between units and employees is better established. It is hoped that these improvements will help improve employee welfare.

4. Conclusion

Based on the results, it is known that the knowledge sharing variable on this Islamic hospital is in the Good category, trust between employees in this company must be increased because one third of the employees' life time is in the office with higher interaction between employees. On the e-service quality variable of the Hospital Management Information System that is currently being used, the overall assessment of this variable has an assessment in the Good category, based on the assessments that have been carried out by the users of the five lowest ratings related to the user interface of the hospital information system such as appearance, menus in the system, ease of use, contact center with developers and personal data security. Overall employee performance appraisal is in the Very Good rating. Maximizing the performance of character development programs requires integrated cooperation between different actors and levels of society [24]. The results of the analysis also show that the variables of knowledge sharing has siginificant effect on employee performance, e-service quality variable also has significant effect on employee performance, knowledge sharing and e-service quality simultaneously have a positive and significant effect on employee performance with a moderate effect. Further research is needed for the same variables on different objects and also takes into account other influential variables.

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