



Factors Affecting Nurse Performance at Datu Beru Takengon General Hospital

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Abstract

This study aims to determine the factors that influence the performance of nurses and to determine the most dominant factors affecting the performance of nurses at the General Hospital Datu Beru Takengon 2021. The research design used a quantitative analytic survey with a cross-sectional design. The population is all nurses in the Inpatient Room at RSU Datu Beru Takengon as many as 200 people. The sampling technique used was random sampling. Data analysis was performed by univariate, bivariate and multivariate analysis with chi_square. The results of the Chi-Square statistical test analysis obtained $p\text{-value} = 0.003 < 0.05$, which means there is a relationship between workload and nurse performance, while the length of service period obtained $p\text{-value} = 0.652 < 0.05$, which means there is no relationship between length of service and nurse performance, the training variable obtained $p\text{-value} = 0.004 < 0.05$ which means there is a relationship between training and nurse performance, the discipline variable obtained $p\text{-value} = 0.005 < 0.05$ which means it means that there is a relationship between discipline and nurse performance and the motivation variable is obtained $p\text{-value} = 0.002 < 0.05$, which means there is a relationship between motivation and nurse performance. The results of the Multivariate test analysis showed that the variables that influenced the performance of nurses were workload, discipline and motivation, while the most dominant variable was the workload variable with $p = 0.002 < 0.05$.

Introduction

Health development aims to increase awareness, willingness and ability to live healthy for everyone in order to realize the highest degree of public health. This is an effort that must be carried out by all components of the Indonesian nation, so that health development can be an investment for the development of socially and economically productive human resources.

According to the World Health Organization (WHO) (2018), nurse performance serves as a benchmark for health services, so it is necessary to examine performance in order to maintain and even improve the quality of health services provided to healthy and sick patients. The results of research by the Directorate of Nursing and PPNI regarding nurse activities are known that more than 75% of all health service activities are nursing service activities (Wahyuni & Arruum, 2011). In its application in the field, it turns out that the performance of nurses has problems, namely delays or the number of nursing care filling processes that are not in accordance with what is expected by the hospital. This is because many nurses carrying out nursing care have unsupportive knowledge, work motivation, and training (Miharnuti, 2016)

Performance is influenced by training, motivation, supervision, leadership and compensation systems (Lestari, 2015). Factors of training, motivation, knowledge, and supervision are interrelated with each other, because they both play an important role in the performance of a nurse in a hospital, but if nurses have knowledge, supervision and training without motivation is the same as nurses who do not know his job. Likewise, if nurses have motivation but have attended training, this will make nurses not develop in their knowledge, while patient demands are always about quality service quality. Training is one of the efforts to improve the quality of Human Resources in an organization. By increasing the quality of Human Resources in the organization will improve employee performance (Shyddiq, 2014)

Based on data at the Datu Beru Takengon Hospital which was taken in 2020, BOR (Bed Occupancy Ratio) data was obtained in 2009 which was 83% and in 2020 it was 56% while the number of nurses was 504 people and 402 people working in the room. consisting of nurses with 184 undergraduate nursing graduates, 217 nursing D-III graduates and 1 nursing DIV. From the condition of the number of nurses, the nurses work divided based on shifts, namely: morning, afternoon and evening. So the number of nurses who work in one shift, namely the night shift, is still small. This is because of the regulations made by the hospital on the grounds that the number of patients is less at night, even though there are many or few patients can not be sure. However, the existing phenomenon shows that there are still many complaints from clients and the public about the poor quality of nursing services. This shows the low performance of nurses in providing nursing services in hospitals.

The survey results obtained by the author the number of inpatients at the Datu Beru Hospital in 2018 as many as 18,785 people, in 2019 as many as 20,629 and in 2020 as many as 14,331 people while outpatients in 2018 were 60,487 people, in 2019 there were 57,891 people and in 2020 there were 57,891 people. 2020 as many as 42,796 people (Hospital Data, 2020). Based on the data obtained by the researchers at the Datu Beru Hospital, there were 402 nurses and supported by data obtained from the recap of nurse attendance at the Datu Beru Hospital in January-March 2021, there were still many nurses who did not comply with the arrival and return hours from work according to the regulations. What applies is such as not using uniforms or official attributes in accordance with hospital regulations, there are also nurses who are still negligent about attendance, even the average nurse does not attend. Even though the regulations for the discipline of hospital employees have been set by the personnel department, including arrival and return hours, even the rules are always informed back to employees every morning apple before the activity.

Methods

This type of research is analytical survey research using a Cross Sectional approach, which is a study to study the dynamics of the correlation between risk factors and effects, by approaching, observing or collecting data all at once (Point time approach) (Notoatmojo, 2012). The population in this study were all nurses in the inpatient room at RSUD Datu Beru Takengon as many as 402 people. Where the number of respondents consists of Civil Servants (PNS) totaling 152 people, contracts totaling 65 people and the rest are still in service status. The sample is a small part of the population or objects that have the same characteristics. After calculating using the above formula, the sample in this study was 200 nurses. The sampling technique was carried out using Proportional Random Sampling.

Results and Discussion

Characteristics of Respondents

Table 1. Characteristics of Respondents Based on Age in the Hospital room RSU Datu Beru Takengon Year 2021

No.	Age of respondents	f	Percentage
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1	< 25 years	102	51
2	26 -36 Years	36	18
3	>36 Years	62	31
Total		200	100

Based on the results of the study, it can be seen that the respondents aged <25 years were 102 people (51%), respondents aged 26-36 years were 36 people (18%) and respondents aged > 36 years were 62 people (31%).

Table 2. Characteristics of Respondents Based on Education in the Hospitalization Room
RSU Datu Beru Takengon Year 2021

No.	Education	f	Percentage
1	S2	24	12
2	S1	46	23
3	D-III	130	65
Total		200	100

Based on the results of the research, it can be seen that there are 24 respondents with a master's degree education (12%), 46 respondents with an undergraduate education (23%) while 130 people with a D-III education (65%).

Univariate Analysis

Nurse Performance

Table 3. Distribution of Frequency of Respondents Based on The Performance of Nurses in
The Hospital Inpatient Room Datu Beru Takengon Year 2021

No	Nurse Performance	f	Percentage
1	Less Good	117	58,5
2	Good	83	41,5
Sum		200	100

Based on the results of the study conducted on 200 respondents can be seen that respondents with less good performance are 117 people (58.5%) and nurses with good performance, namely 83 people (41.5%). Nurse performance is the work behavior displayed by nurses in providing nursing care to patients, which is described in the implementation of a defined action plan with the intention that the patient's needs are met to the fullest based on cognitive implementation, interpersonal implementation, and technical implementation.

Table 4. Distribution of Frequency of Respondents Based on Workload Category in Hospital
Inpatient Room Datu Beru Takengon in 2021

No	Workload	f	Percentage
1	Light	69	34,5
2	Medium	57	28,5
3	Heavy	74	37
Sum		200	100

The results of research conducted on 200 respondents can be seen that respondents who have a light workload are 69 people (34.5), respondents who have a moderate workload are 57 people (28.5%) and respondents who have a heavy workload are 74 people. (37%) Logically would justify that workload affects performance. Nurses who have a light workload will have good performance, focus on doing the tasks at hand, while nurses who have a heavy workload will cause boredom so that it can affect their performance.

Length of Working Time

Table 5. Distribution of Frequency of Respondents Based on The Category of Length of Work in The Hospital Datu Beru Takengon Hospital In 2021

No	Length of Working Time	f	Percentage
1	< 7 years	79	39,5
2	8-14 Years	81	40.5
3	15-21 Years	28	14
4	> 22 years	12	6
Sum		200	100

The results of research conducted on 200 respondents can be seen that respondents who have a length of service <7 years are 79 people (39.5), respondents who have a long service period of 8-14 years are 81 people (40.5%), respondents who have a long working period of 15-21 years, namely 28 people (14%), and respondents who have a length of service > 22 years, namely 12 people (6%) the workload cannot be said to have an effect on performance because nurses work in hospitals even though already have a long working period but are still unprofessional in providing services in the sense of often delegating tasks to nurses who are new to work, as well as nurses who have just worked, some have their own skills in providing services to patients and are more motivated to work so that the performance of nurses is visible. new work is better, but there are some nurses whose performance is less due to their recent work experience in the hospital.

Training

Table 6. Distribution of Frequency of Respondents Based on Training Category in Hospital Inpatient Room Datu Beru Takengon in 2021

No	Training	f	Percentage
1	There is not any	112	56
2	There is	88	44
Sum		200	100

The results of the research conducted on 200 respondents can be seen that the respondents who did not attend the training were 112 people (56%) and the respondents who had attended the training were 88 people (44%). The results of the study above show that there are still many nurses who have not received training due to various factors, because the delivery system for nurses to attend training is not evenly distributed to factors from nurses themselves who are lazy to take training that has been made either by the hospital or outside the hospital. . Nurse training is closely related to the results of his work. Therefore, an assessment is needed to measure the performance of nurses with the nurse training carried out after the results of the assessment.

Nurse training is carried out with the aim that nurses have the knowledge, abilities and skills in accordance with the demands of the work they do. Nurses at Datu Beru Takengon Hospital are still lacking in training even though participating in training can help improve their skills, so that the tasks given will not become a burden for them.

Table 7. Distribution of Frequency of Respondents Based on Disciplinary Category in Hospital Inpatient Room Datu Beru Takengon in 2021

No	Discipline	f	Percentage
1	Undisciplined	104	52
2	Discipline	96	48
Sum		200	100

The results of research conducted on 200 respondents can be seen that respondents who are not disciplined are 104 people (52%) and disciplined respondents are 96 people (48%). Based on the data of many nurses who are still undisciplined in carrying out their duties in the hospital, discipline is the most important thing in improving the performance of nurses. Nurse discipline will have an impact on the satisfaction received by patients when they get services from medical personnel. Nurses who are not disciplined certainly cannot complete tasks with responsibilities so that a lot of work cannot be done properly which will affect the performance of nurses and will have an impact on the hospital.

Motivation

Table 8. Distribution of Frequency of Respondents Based on Motivation Category in Hospital Room Datu Beru Takengon in 2021

No	Motivation	f	Percentage
1	Less	155	77,5
2	Good	45	22,5
Sum		200	100

The results of research conducted on 200 respondents can be seen that respondents who have less motivation are 155 people (77.5%) and respondents who have good motivation are 45 people (22.5%). Logically, it will justify that motivation has an effect on performance. People whose work motivation is low, of course, their performance is also low. But keep in mind that talking about motivation there will be many variants involved in it which broadly includes individual characteristics (level of needs, attitudes and interests of nurses), job characteristics (nature and duties of nurses which include the number of responsibilities, types of tasks and level of satisfaction assigned to them). someone gets from the work itself) and the characteristics of the work situation which include: The immediate work environment includes the attitudes and actions of co-workers and supervisors as well as leaders and the climate they create.

Bivariate Analysis

Bivariate analysis was conducted to determine the relationship between the independent variable and the dependent variable through Crosstabs or cross tabulation. Statistical tests carried out in this Bivariate analysis were using the Chi-Square test with a 95% confidence degree ($\alpha = 0.05$). It is said that there is a statistical relationship if the p value < 0.05 is obtained.

Work Load

Table 9. Workload Relationship to Nurse Performance in Hospital Inpatient Room Datu Beru Takengon in 2021

No	Workload	Nurse Performance				Sum		p (value)
		Less Good		Good		f	%	
		f	%	f	%			
1	Light	41	59	28	41	69	100	0,003
2	Keep	35	61	22	39	57	100	
3	Heavy	41	55	33	45	74	100	
Total		117		83		200		

Based on the results of research on the factors that affect the workload with the performance of nurses in the Inpatient Room at RSUD Datu Beru Takengon, it shows that of the 69 respondents who have a light workload, 41 people (59%) have poor performance and from 57 respondents who have a light workload. 35 people (61%) with a moderate workload had performance in the poor category, while 41 (55%). Based on the results of the analysis of the

Person Chi-Square statistical test, the $p\text{-value} = 0.003 < 0.05$, which means that there is a relationship between workload and nurse performance.

Table 9. Long-Term Relationship to Nurse Performance in Hospital Datu Beru Takengon Hospital In 2021

No	Length of Working Time	Nurse Performance				Sum		<i>p</i> (value)
		Less Good		Good		F	%	
		f	%	f	%			
1	< 7 years	48	61	31	39	79	100	0,652
2	8-14 Years	47	58	34	42	81	100	
3	15-21 Years	17	61	11	39	28	100	
4	>22 years	5	42	7	58	12	100	
	Total	117		83		200		

Based on the results of research on the factors that affect the length of service with the performance of nurses in the Inpatient Room at RSUD Datu Beru Takengon, it shows that from 79 respondents who have a length of service < 7 years, 48 people (61%), have poor performance. of 81 respondents who have a long working period of 8-14 years have a performance in the poor category as many as 47 people (58%), of 28 respondents who have a length of service 15-21 years have a performance in the poor category as many as 17 people (61%) and of the 12 respondents who had a length of service > 22 years, 7 people (58%). Based on the analysis of the Person Chi-Square statistical test, the $p\text{-value} = 0.652 < 0.05$, which means that there is no relationship between length of service and nurse performance.

Training

Table 10. Training Relationship with Nurse Performance in The Hospital Hospital Datu Beru Takengon Hospital In 2021

No	Training	Nurse Performance				Sum		<i>p</i> (value)	OR (95% CI)
		Less Good		Good		F	%		
		f	%	f	%				
1	There is not any	64	57	48	43	12	100	0,004	0,881 (0,449-1,553)
2	There is	53	60	35	40	88	100		
	Total	117		83		200			

Based on the results of research on the factors that influence training with the performance of nurses in the Inpatient room at RSUD Datu Beru Takengon, it shows that of the 12 respondents who did not have training, 64 people (57%), and out of the 88 respondents, had poor performance. training has a performance in the poor category 53 people (60%). Based on the results of the Chi-Square statistical test analysis, the $p\text{-value} = 0.004 < 0.05$, which means that there is a relationship between training and nurse performance. Based on the Odds Ratio (OR) analysis, the Lower Limit-Upper Limit (LL-UL) value is 0.881 (95% CI) = (0.449 – 1.553). This shows that respondents who did not take part in the training had a 0.8 x risk of having poor performance compared to respondents who took part in the training.

Discipline

Table 11. Disciplinary Relationship to The Performance of Nurses in the Hospital Inpatient Room Datu Beru Takengon in 2021

No	Discipline	Nurse Performance		Sum	<i>p</i>	OR
		Less Good	Good			

		f	%	f	%	F	%	(value)	(95% CI)
1	Undisciplined	59	57	45	43	104	100	0,005	0,859 (0,489- 1,509)
2	Discipline	58	60	38	40	96	100		
	Total	117		83		200			

Based on the results of research on the factors that influence discipline on the performance of nurses in the Inpatient Room at RSUD Datu Beru Takengon, it shows that out of 104 respondents who are undisciplined, 59 people (57%), who are disciplined have poor performance. performance in the poor category 58 people (60%). Based on the results of the Chi-Square statistical test analysis, the p-value = 0.005 < 0.05, which means that there is a relationship between discipline and nurse performance. Based on the Odds Ratio (OR) analysis, the Lower Limit-Upper Limit (LL-UL) value is 0.859 (95% CI) = (0.489 – 1.509). This shows that respondents who are not disciplined have a risk of 0.8 x having poor performance compared to respondents who are disciplined.

Motivation

Based on the results of the study, it was found that there was a relationship between motivation and performance of nurses in the inpatient room at Datu Beru Takengon Hospital in 2021

Table 12. Motivational Relationship with Nurse Performance In the Hospital Datu Beru Takengon Hospital In 2021

No	Motivation	Nurse Performance				Sum		p (value)	OR (95% CI)
		Less Good		Good		F	%		
		f	%	f	%				
1	Less	91	59	64	41	155	100	0,002	1.039 (0,530- 2.036)
2	Good	26	58	19	42	45	100		
	Total	117		83		200			

Based on the results of research on the relationship between motivation and the performance of nurses in the Inpatient Room at RSUD Datu Beru Takengon, it shows that of 155 respondents who have less motivation, 91 people (59%) have poor performance and from 45 respondents who have good motivation, they have dominant performance. which is also good, namely 19 people (42%). Based on the results of the Chi-Square statistical test analysis, the p-value = 0.002 < 0.05, which means that there is a relationship between motivation and nurse performance. Based on the Odds Ratio (OR) analysis, the Lower Limit-Upper Limit (LL-UL) value is 1.039 (95% CI) = (0.530 – 2.036). This shows that respondents who have a less risky motivation of 1.0 x have poor performance compared to respondents who have good motivation.

Multivariate Analysis

Table 13. The effect of workload, training, discipline and productivity on the performance of nurses in the hospital inpatient room of Datu Beru Takengon Hospital

No	Variable	B	Itself.	Exo (B)	95% C.I.for	
					Lower	Upper
1	Workload	1,679	0,000	5,363	1,665	17,26
2	Training	0,551	0,303	1,735	0,608	4,95
3	Discipline	1,432	0,005	4,186	1,382	12,67
4	Motivtion	1,578	0,002	4,845	1,487	15,75
	Constant	-4.294				

The results of the multivariate analysis in table 4.26 show that the workload variables ($p=0.000$), discipline ($p=0.005$), motivation ($p=0.002$), affect the performance of nurses in the inpatient room at RSUD Datu Beru Takengon with a p value <0.05 . while the training variable ($p=0.303$) had no effect on the performance of nurses in the inpatient room at RSUD Datu Beru Takengon with p value > 0.05 .

Table 14. Influence of workload, discipline and motivation on the performance of nurses in the hospital datu beru takengon hospital

No	Variable	B	Itself.	Exo (B)	95% C.I.for	
					Lower	Upper
1	Workload	1,743	0,002	5,715	1,785	18,301
2	Discipline	1,456	0,007	4,291	1,412	13,037
3	Motivtion	1,355	0,014	3,876	1,322	11,359
	Constant	-4.294				

The results of the multivariate analysis in table 4.27 show that the workload, discipline and motivation variables affect the performance of nurses in the inpatient room at Datu Beru Takengon Hospital and the workload variable is the dominant variable affecting the performance of nurses in the inpatient room at Datu Beru Takengon Hospital.

Workload is the amount of work that must be carried out by a position/organizational unit and is the product of the work volume and time norms by nurses. The workload given to nurses who have an important role in determining the need for employees needed in the smooth completion of a job where the calculation of the workload requires a certain method or technique to suit the wishes of the organization or institution.

The results of the study are known from the 3 workload indicators whose values are most often carried out by the activities carried out by nurses, for example, such as taking patients to the room, installing intravenous catheters, documenting nursing care, and having to be responsible for client care for 24 hours to serve patients. Nurses must provide nursing care while work activities are quite diverse. The results showed that those who had low scores were the work activities of nurses while on duty. Direct nursing activities are often carried out such as giving medicines to patients intensively and indirect nursing activities such as performing administrative tasks (non-nursing tasks), conducting laboratory sampling and assisting in the preparation and collection of examination tools and materials (Buanawati, 2019)

Length of service in general is a person's level of work experience which is calculated from the length of time he has worked in a particular field. In carrying out the tasks given by the company, the most decisive thing is how long someone has worked in the agency. The period of work is a period of time or the length of time workers work in a place.

In the research, it is stated that the length of service period if the nurse has been accustomed to behaving in accordance with the standard procedure is likely to continue to behave according to the standard procedure in the future, as well as a long working period expressed by work experience does not necessarily guarantee implementation. Actions in service will be good if they are used to behaving inappropriately (Purnama et al., 2013)

According to the researcher's assumption, the length of service period cannot determine the performance of a good nurse, this can be related to experience at work where nurses who have worked for a long time will experience a decrease in productivity in terms of age so that many nurses work only according to their abilities. In terms of experience, even though there are nurses with a long working period, there are still some who are not yet professional in providing services. Likewise, nurses who are new to work do not all have obstacles in the knowledge they gain, even nurses with new tenures are currently more competent in providing services.

So it can be said that the length of the work period depends on the individual character and the environment in which they work.

Nurses who have received training have better performance than those who have not received training. This is probably because the training is not only provided with knowledge and skills, but also psychologically provided that can increase their motivation. The training material focuses on shifting the old paradigm, which was previously waiting for the occurrence and then dealing with complications, to preventing complications based on accuracy in service delivery that reflects the increasingly complex and comprehensive range of knowledge, skills, and attitudes required (Kusuma. et al., 2015).

Discipline is very important in doing a job, where increased performance can be seen from the discipline of nurses who work on time and can be responsible for the work done. Hospitals will not have quality if nurses who work in providing services to patients are not disciplined. So it can be said that discipline greatly affects performance and can make patients feel satisfied in the services provided by health workers for their needs.

Based on the results of the study that motivation is the main key that determines the performance of nurses because in carrying out providing nursing care where nurses must have a strong drive and will to carry it out according to the stages and standards that have been set. Although the abilities, attitudes, facilities and leadership are good and the rewards given are satisfactory, if the nurse does not have the motivation to carry out the nursing care documentation that has been carried out, then the performance in providing services to patients will not be achieved and will not produce good performance. This is evident from the results of the study that nurses with high motivation have better performance than nurses with low motivation and their performance results are also not good

Conclusion

In the study it was found that the indicators of the five factors studied were not yet optimal. This shows that the performance of nurses must be improved and there is a need for training accompanied by discipline in order to keep up with the times so that they can develop their abilities in improving nurse competencies.

Suggestion

It is recommended that the hospital needs to develop a training needs program, one of which is by conducting a Training Need Assessment (TNA), so that the results of the training are expected to meet the needs of nurses in providing services to patients in hospitals, especially inpatients. For nurses

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