

Effect Of Performance Of Hospital Nurses In Makassar City Indonesia

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Introduction

Health development aims to increase awareness, willpower, and the ability to live healthy for everyone to realize the highest level of public health. According to the World Health Organization (Organization, 2018), Nurse performance serves as a benchmark for the health service, so it is necessary to check performance 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 on nurse activities are known that more than 75% of all health service activities are nursing service activities. (Halawa et al., 2020). In its application in the field, it turns out that the performance of nurses has problems, namely delays or the number of treatment filling processes that do not match what is expected by the hospital. This is because many nurses who perform care have unsuspicious knowledge, work motivation, and training (Nyorong et al., 2021). Discipline is a benchmark to find out whether the role of a manager or leader as a whole can be implemented well or not (T. C. M. Suprpto & Lalla, 2020). Hospitals continue to face the challenge of providing high-quality patient care in an environment of rising healthcare costs (Schoenfelder et al., 2020).

Nurses are at the forefront of health services and even have a major influence in determining the degree of quality of health services in hospitals (Suprpto Suprpto Hamsu Abdul Gani, 2021). The factors of training, motivation, knowledge, and supervision are interrelated, as both play an important role in a nurse's performance in a hospital, but if the nurse has the same knowledge, supervision, and unsaturated training as the nurse who does not know his or her job. Likewise, if the nurse has motivation but has taken training, this will keep the nurse from developing in their knowledge, while the patient demands always about the quality of quality service. Training is one of the efforts to improve the quality of human resources in an organization. Improving the quality of human resources in the organization will improve employee performance (Rezeki et al., 2020). Improving the work environment, increasing nurse staffing levels, and providing sufficient support for nurses to spend more time on direct patient care would be beneficial to patient safety improvement (Liu et al., 2018).

From the condition of the number of nurses, nurses work divided by shift, namely: morning,
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afternoon, and evening. So the number of nurses who work in one shift, namely the night shift, is still small. This is due to the regulations made by hospitals because the number of patients is less at night, although there are many or fewer patients who cannot 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. Based on data obtained by researchers at the hospital, there are 402 nurses, and supported by data obtained from the recap of nurse attendance at the hospital in September-November 2021, there are still many nurses who do not comply with the appropriate arrival and return hours. regulation. What applies is that such as not using uniforms or official attributes by hospital regulations, there are also nurses who are still negligent to attend, even the average nurse is not present. Even though the rules 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 before the activity.

Methods

This type of research is analytical survey research using the Cross-Sectional approach, which is a study to study the dynamics of correlation between risk factors and effects, by approaching, observing, or collecting data at once (Point time approach). The number of patients in this study was all nurses in the hospital's inpatient room as many as 402 people. Where the number of respondents consists of Civil Servants (PNS) amounting to 152 people, the contract amounted to 65 people and the rest are still employees. A sample is a small part of a population or object that shares the same characteristics. After calculating using the formula above, the sample in the study was 200 nurses. Sampling techniques are performed using Proportional Random Sampling. Nurse survey data included assessments of the nurse work environment and hospital safety climate. The outcome of interest was in-hospital mortality. Data analyses included descriptive statistics and multivariate random intercept logistic regression.

Results

Table 1 Analysis Nurse Performance

Nurse Performance	f	Percentage
Less Good	117	58,5
Good	83	41,5
Workload		
Light	69	34,5
Medium-Heavy	57	28,5
Light	74	37
Length of Working Time		
< 7 years	79	39,5
8-14 years	81	40,5
15-21 years	28	14
>22 years	12	6
Training		

There is not any	112	56
There is	88	44
Discipline		
Undisciplined	104	52
Discipline	96	48
Motivation		
Less	155	77,5
Good	45	22,5

Source: processed data, 2021

Table 2 Analysis Workload, Length of Working Time, Training, Discipline and Motivation on the performance of nurses in the hospital

Workload	Nurse Performance				Sum		p (value)
	Less Good		Good		f	%	
	f	%	f	%			
Light	41	59	28	41	69	100	0,003
Keep	35	61	22	39	57	100	
Heavy	41	55	33	45	74	100	
Total	117		83		200		
Length of Working Time							
< 7 years	48	61	31	39	79	100	0,652
8-14 Years	47	58	34	42	81	100	
15-21 Years	17	61	11	39	28	100	
>22 years	5	42	7	58	12	100	
Training							
There is not any	64	57	48	43	12	100	0,004 0,881 (0,449- 1,553)
There is	53	60	35	40	88	100	
Discipline							
Undisciplined	59	57	45	43	104	100	0,005 0,859 (0,489 1,509)
Discipline	58	60	38	40	96	100	
Motivation							
Less	91	59	64	41	155	100	0,002 1.039 (0,530- 2.036)
Good	26	58	19	42	45	100	

Source: processed data, 2021

Table 3 The effect of workload, training, discipline, and productivity on the performance of nurses in the hospital

Variable	B	Itself.	Exo (B)	95% C.I. for	
				Lower	Upper
Workload	1,679	0,000	5,363	1,665	17,26
Training	0,551	0,303	1,735	0,608	4,95

Discipline	1,432	0,005	4,186	1,382	12,67
Motivtion	1,578	0,002	4,845	1,487	15,75
Constant	-4.294				

Source: processed data, 2021

Analysis results $p = 0.003 < 0.05$, meaning that there is a relationship between workload and nurse performance, $p = 0.652 < 0.05$, which means that there is no relationship between service length and nurse performance, $p = 0.004 < 0.05$, which means that there is a relationship between training and nurse performance. Value Odds Ratio (OR), value 0.881 (95% CI) = (0.449 – 1.553). It showed that respondents who did not take part in the training had a risk of 0.8 x having poor performance compared to respondents who took part in the training, a value of $p = 0.005 < 0.05$, meaning that there was a relationship between discipline and nurse performance, Odds Ratio (OR), 0.859 (95% CI) = (0.489 – 1,509). This showed that undisciplined respondents had a risk of 0.8 x having poor performance compared to disciplined respondents. Based on the results of research the relationship between motivation and the performance of nurses in the hospital inpatient room. Based on the results of the Chi-Square statistical test analysis, the value of $p = 0.002 < 0.05$, which means that there is a relationship between motivation and the performance of nurses. Based on the Analysis of Odds Ratio (OR), 1.039 (95% CI) = (0.530 – 2.036). This showed that respondents who had less motivation were at risk of 1.0 x having poor performance compared to respondents who had good motivation. The results of the multivariate analysis showed that workload ($p=0.000$), discipline ($p=0.005$), motivation ($p=0.002$), affected the performance of nurses in hospital inpatient rooms with a $p < 0.05$, while training ($p=0.303$) did not affect nurse performance in hospital inpatients with a $p > 0.05$. So it can be stated in the findings of the study that the most dominant factor affecting the performance of nurses is the workload.

Discussion

The study found that workload factors influence nurse performance. The workload is given to nurses who have an important role in determining the needs of employees needed in the smooth completion of work where the calculation of workload requires certain methods or techniques to fit the wishes of the organization or institution. The results of the study are known from 3 indicators of workload whose value is most often done by activities carried out by nurses, for example, such as taking patients into the room, installing intravenous catheters, documenting care, and having to be responsible for the client's nurses for 24 hours to serve the patient. Nurses should provide care while work activities are quite diverse. The results showed that those who had low grades were the work activities of nurses while on duty. Direct nursing activities are often carried out such as intensive administration of medicines to patients 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 et al., 2019). The importance of workload on staff performance has been widely acknowledged, but opinions are divided as to what level of workload is desirable for optimum staff performance (Asamani et al., 2015). Administrators should work collaboratively with nurses to identify work environment strategies that ameliorate workload demands at different levels (MacPhee et al., 2017). In general, performance obstacles increase nursing workload, which in turn negatively affect perceived quality and safety of care (Gurses et al., 2019). Actions in service will be good if they are used to behaving inappropriately. (Wuryanto, 2013).

A workload is one of the contradictive variables, whether it influences the performance of employees or not (Siswanto et al., 2019). Job satisfaction is proven to provide a relatively good relationship to the improvement of work performance, it also does not rule out the possibility for companies to consider other factors that can provide convenience in the field of health services (Suprpto, 2019). Prevents complications based on accuracy in service delivery that reflects the increasingly complex and comprehensive range of knowledge, skills, and attitudes required (Kusuma, 2015). Improving meaningful work and providing more support and assistance could improve nurse performance, thereby improving the quality of nursing care (Tong, 2018). Hospital management needs to use strategies to identify nursing students who are at risk of stress and increase their psychological readiness to attend clinical environments (S. Suprpto et al., 2022). The use of selective optimization with compensation is conducive to nurses' job performance under high workload levels (Baethge et al., 2016). Stress from interpersonal relationships with patients and their families, supervisors, and peers may have a considerable impact on turnover intention (Lee & Kim, 2020).

Addressing burnout through an educational intervention should improve the quality of care and nurses' experiences (Smythe et al., 2017). The nurse work environment is a significant feature contributing to nursing retention in hospitals (Nantsupawat et al., 2017). That emotional intelligence training could be implemented to prevent the adverse effect of negative emotions felt at work on job burnout (Szczygiel & Mikolajczak, 2018). Mindfulness training improves mindfulness and some aspects of ethical decision-making in the groups studied as part of this project (Sanko et al., 2016). We found that safety climate perception is not predictive of patient mortality beyond the effect of the nurse work environment (Olds et al., 2017). Workplace incivility is a well-documented issue in nursing. It has the potential to cause emotional and physical distress in victims, and potentially affect the quality of care provided (Armstrong, 2017).

According to the assumption of researchers, the length of the working period can not determine the performance of good nurses, this can be attributed to the experience in the workplace 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 ability. In terms of experience, although there are nurses with long working periods, there are still some who are not professional in providing services. Likewise, newly employed nurses do not all have constraints in the knowledge they gain, even nurses with new tenors are currently more competent in providing services. So it can be said that the length of the working period depends on the character of the individual and the environment in which they work. Nurses who have received training have better performance than those who have not received training.

Discipline is very important in doing a job, where improved 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 the quality of nurses who work in providing services to patients who are not disciplined. So it can be said that discipline greatly affects performance and can make patients feel satisfied with the services provided by health workers for their needs. Based on the results of research that motivation is the main key that determines the performance of nurses because in carrying out the provision of care where the nurse must have a strong drive and willingness to carry it out by the stages and standards that have been set. Although the ability, attitude, facilities, and good leadership and rewards provided are satisfactory, if the nurse does not have the motivation to carry out the documentation of the care that has been done, then performance in

providing services to patients will not be achieved and will not result in a good performance. This is evident from the results of research that nurses with high motivation have better performance than nurses with low motivation and performance results are also not good.

Conclusion

The study found that indicators of the five factors studied were not optimal. This shows that the performance of nurses must be improved and the need for training accompanied by discipline to keep up with the times to develop their ability to improve the competence of nurses.

Suggestion

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

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