

Analysis Of Medical Services Distribution And Nurse Relationship In Policy Making On Nurse Performance At Royal Prima Hospital Medan 2021

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Abstract.

Performance is an obligation that must be improved by every nurse, good performance can increase patient satisfaction at the hospital, the way that must be done by the hospital in improving performance is by distributing medical services in accordance with the provisions in the hospital. This study aims to analyze the distribution of medical services and the relationship of nurses in policy making on nurse performance. This study uses two approaches, namely qualitative and quantitative. The population in this study were nurses at the Royal Prima General Hospital in Medan, amounting to 386 nurses, the sample used in this study was 224 nurses. This study uses two statistical applications for processing research data, namely SPSS and LISLER. The results of his research from the two approaches in this study state that the variables of the principle of fairness, the principle of fairness, the principle of transparency, and the principle of consistency affect the performance of nurses, while the relationship between nurses in decision making does not affect the performance of nurses at the Royal Prima General Hospital Medan in 2021.

Keywords: *Distribution of Medical Services, Nurse Linkage, Nurse Performance.*

I. INTRODUCTION

A hospital is a place that provides assistance or services related to health services that are seen based on the vision, mission, and goals that have been set together. Hospitals as a health service industry have experienced a very significant increase in both the number and quality of hospital services. The hospital service industry is one industry that has good prospects because the hospital service industry is not only focused on treating disease, but also on providing services for prevention and health promotion efforts (Yunike, 2020). The development of the health care industry in hospitals is inseparable from the lifestyle of the community. Some of the current developments in the hospital service industry are hospital services in preventive efforts such as medical check-ups, Pap smears, beauty centers, even fitness centers, and hospital services for both outpatient and inpatient treatment processes. The public can easily use the hospital service industry, especially with the implementation of BPJS Health. (Yunike, 2020). One of the professions that have an important role in the hospital is nursing. Nurses are one of the professions that have a big role in determining the success of hospitals in providing health services to the community, this is because for 24 hours nurses play a role in dealing with patient health problems continuously (Nurcahyani 2016).

Service performance is reflected in the attitude and quality of service providers, one of which can be seen from. Nurses at work must be skilled and competent in accordance with the actions taken, from this it is expected that nurses will get job satisfaction. Job satisfaction is reflected when individuals are happy with their work (Nurcahyani 2016). The performance of nurses as the spearhead of health services is an important thing to be studied in maintaining and improving the quality of health services. Good performance is a bridge in guaranteeing the quality of health services provided to patients (Langingi, 2015). Nurse relations in policy making can also improve the performance of the nurse, where a nurse or a representative from one of the nurses is given the opportunity to provide input on the policies that will be carried out, nurses automatically feel more valued in a hospital which can certainly improve nurse performance. The distribution of medical

services to hospital employees is sourced from the service fees charged to patients who use hospital services. In the Decree of the Minister of Health of the Republic of Indonesia Number 582/Menkes/Kes/SK/VI/1997, it is stated that hospital rates are calculated based on the unit cost of each type of service and class of care by taking into account the economic capacity of the community. The principle of the distribution of services is equitable and fair. Equitable, i.e. all employees receive a fair distribution of services if employees with high productivity must receive greater services (Yunike, 2020). Based on this background, the researchers are interested in researching "Analysis of the Distribution of Medical Services and the Relationship of Nurses in Policy-Making on Nurse Performance at Royal Prima Hospital Medan in 2021".

II. LITERATURE REVIEW

2.1. Hospital

The hospital is a unique and complex organizational form and has special characteristics and functions because in it there are various kinds of professionals involved in producing medical service products to provide health services (Bunga, 2019). Based on the 2016 Minister of Health Regulation concerning Hospitals, hospitals have several functions, namely: (a) Providing treatment and health recovery services in accordance with hospital service standards; (b) Maintenance and improvement of individual health through complete second and third level health services according to medical needs; (c) Organizing education and training of human resources in the context of capacity building in the provision of health services; and (d) Organizing research and development as well as screening technology in the health sector in the context of improving health services by taking into account the ethics of science in the health sector.

Based on the type of service, hospitals are categorized into general hospitals and special hospitals. A general hospital is a hospital that provides health services in all fields and types of disease which at least consists of medical services and medical support, nursing and midwifery services, and non-medical services. While a special hospital is a hospital that provides main services in one field or a certain type of disease based on scientific disciplines, age groups, organs, types of diseases or other specificities which are divided into 3 classifications, namely special hospitals class A, class B, and class C (Bunga, 2019).

2.2. Performance

According to Setyowati and Haryani (2016), the term performance comes from the word job performance or actual performance, namely the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Performance is a reflection of their abilities and skills in certain jobs which will have an impact on rewards from the company. According to Edy (2016), performance is a person's success in carrying out tasks, work results that can be achieved by a person or group of people in an organization in accordance with their respective authorities and responsibilities or about how a person is expected to function and behave in accordance with the assigned tasks have been charged to him as well as the quantity, quality and time used in carrying out the duties.

Aspects that need attention to encourage (motivate) employee performance according to Mitchell are divided into 5 aspects, namely Quality of work, Promptness, Initiative, Capability, and Communication. Aspects that need to be assessed in setting performance criteria are the nature, behavior, competence, achievement of goals, and potential for improvement. Traits can be seen in appearance, attitude, and initiative. Behavior is evaluated based on the leadership style possessed by employees. Competence includes an assessment of knowledge, skills, traits, and behavior (Mondy, 2016). Things that need to be considered in evaluating the performance of nurses optimally are determining the aspects to be assessed, the implementation of the assessment, the problems encountered in the assessment, methods in the assessment, and management by objectivities. The methods that are often used in assessing the performance of nurses include past-oriented assessments using rating scales, checklists, critical incident methods, field review methods, performance tests and observations, and group assessment methods. Behavior is evaluated based on the leadership style possessed by employees. Competence includes an assessment of knowledge, skills, traits, and behavior (Mondy, 2016).

2.3. Medical Services

Medical services are awards or rewards received by hospital employees as compensation for the work that employees do. Medical services that are directly related to performance, such as services, can motivate individual performance improvements, but can also damage motivation if the system applied is not appropriate. The level of service satisfaction is the degree of high and low nurses' perceptions of the suitability of the expected medical services with those received or should be received (Depkes RI, 2017). Quality according to Herlambang (2016) is a simple way to achieve the desired goals, most efficiently and effectively, with an emphasis on satisfying buyers or consumers. Quality doesn't always mean the most expensive way to do things.

2.4. Compensation

According to Hasibuan (2017) Compensation is all income in the form of money, goods directly or indirectly received by employees in return for services provided to the company. The establishment of an effective compensation system is an important part of human resource management because it helps attract and retain talented jobs. In addition, the company's compensation system has an impact on strategic performance. Meanwhile, according to Wibowo (2016) Compensation is the number of packages offered by the organization to workers in return for the use of its workforce. The purpose of providing compensation (Hasibuan, 2017) is the establishment of a formal cooperative bond between superiors and employees, employees can meet their needs, procurement of qualified employees for companies is easier, managers will find it easier to motivate employees, employee stability is more guaranteed because of relatively small turnover, the higher employee discipline, avoiding the influence of trade unions, and government intervention can be avoided.

III. METHODS

This type of research uses a mixed method. The combination method strategy used in this research is sequential explanatory design, namely data collection and quantitative data analysis in the first stage, followed by qualitative data collection and analysis in the second stage, in order to deepen, broaden, and strengthen the results of the quantitative research conducted in the first stage (Sugiyono, 2017). This quantitative method is used to obtain broad but not in-depth information. The design specification of this research is descriptive and aims to describe the analysis of the distribution of medical services and the linkage of nurses in policy making on the performance of nurses at Royal Prima Hospital Medan in 2021. This research is also equipped with a qualitative study that is used to test, deepen, and expand quantitative data. This research was conducted at the Royal Prima Hospital Medan starting with a preliminary survey in September 2021 until January 2022 at the data collection stage. The population in this study were all active nurses who worked at the Royal Prima Hospital Medan, amounting to 386 people. Determination of the sample using interpretation estimation with Structural Equation Modeling (SEM), purposive sampling approach. the number of samples of respondents used in this study amounted to 224 respondents.

3.1. Research Variable

This study uses the dependent variable and the independent variable. The dependent variable in this study is the performance of nurses, while the independent variable is the distribution of medical services and the linkage of nurses in policy making.

3.2. Method of Collecting Data

The data collection method used primary data and secondary data. Primary data was obtained from the results of questionnaires and checklists. Primary data is done by observation, interviews, and filling out questionnaires. Data by filling out a questionnaire to obtain data on the distribution of medical services, the linkage of nurses in policy-making, and the performance of nurses at Royal Prima Hospital Medan in 2021 as many as 224 nurses. Secondary data will be obtained from related data and documents or observation notes such as official documents from the Royal Prima Hospital Medan, journals, and articles related to the research title. While the measurement method is by measuring the distribution of medical services as an independent variable while the dependent variable is the performance of nurses at Royal Prima Hospital Medan in 2021.

3.3. Data Analysis Technique

To obtain quantitative data, the analysis uses the techniques of collecting, checking, coding, entering, data processing, univariate analysis, bivariate analysis, and multivariate analysis. Meanwhile, qualitative data analysis was carried out in several steps, namely data collection, data reduction, data presentation, and conclusion drawing/data verification. The data analysis carried out includes data describing the distribution of medical services and the relationship of nurses in policy making on the performance of nurses at Royal Prima Hospital Medan in 2021.

IV. ANALYZE AND RESULT

4.1. Overview of Research Sites

Royal Prima Hospital Medan is one of the largest private hospitals and will become a referral center for the community, especially the city of Medan and the people of North Sumatra in general. A proud moment, on 17 May 2011, the Deputy Minister of National Education of the Republic of Indonesia, Prof. Dr. Fasli Jalal, Ph.D. laid the groundwork for the construction of the Royal Prima Hospital. On February 14, 2013, the Head of the Health Office of North Sumatra Province issued a Temporary Operational Permit to RS Royal Prima Medan No. 440.442/1641/II/2014. On February 16, 2014 RS. Royal Prima Medan was inaugurated by the Deputy Governor of North Sumatra Province, Ir. H. Tengku Erry Nuradi, M.Si with a Permanent Operational Permit from the North Sumatra Provincial Health Office signed by the Head of the North Sumatra Provincial Health Office, dr. Siti Hatati Surjantini, M.Kes.

4.2. Research Results with Quantitative Methods

4.2.1. Distribution of Respondent's Characteristics (Univariate Test)

Frequency distribution according to respondent characteristics based on respondent information data which includes respondent's age, education, and length of service.

1. Distribution of Respondents' Characteristics Based on Respondent's Age

Table 1. Characteristics of Respondents Based on Age

| Age | n | Percentage (%) |
|-------------|-----|----------------|
| 20-30 years | 144 | 66,3 |
| 31-40 years | 63 | 28,1 |
| > 40 years | 17 | 7,6 |
| Total | 224 | 100 |

Table 1 describes the characteristics of respondents based on age, respondents aged 20-30 years were 144 respondents or 66.3%, respondents aged 31-40 years were 63 respondents with a percentage of 28.1% and for respondents aged > 40 years as many as 17 respondents with a percentage of 7.9% of the total 224 respondents.

2. Distribution of Respondents' Characteristics Based on Respondent's Education

Table 2. Characteristics of Respondents Based on Education

| Education | n | Percentage (%) |
|------------|-----|----------------|
| S1 Nursing | 79 | 35,5 |
| D3 Nursing | 145 | 64,7 |
| Total | 224 | 100 |

Table 2 describes the characteristics of respondents based on education, respondents with nursing IS education as many as 79 respondents with a percentage of 35.5%, respondents with a D3 nursing education as 145 respondents with a percentage of 64.7% of the total 224 respondents.

3. Distribution of Respondents' Characteristics Based on Respondents' Length of Work

Table 3. Characteristics of Respondents Based on Length of Work

| Length of Work | n | Percentage (%) |
|----------------|-----|----------------|
| > 2 years | 61 | 27,2 |
| < 2 years | 163 | 72,8 |
| Total | 224 | 100 |

Table 3 describes the characteristics of respondents based on length of work, respondents with a length of work > 2 years as many as 61 respondents with a percentage of 27.2%, respondents with a length of

work < 2 years as many as 163 respondents with a percentage of 72.8% of the total respondents totaling 224 respondents.

4. Distribution of Respondents' Characteristics Based on Respondent's Gender

Table 4. Characteristics of Respondents Based on Gender

| Gender | n | Percentage (%) |
|--------|-----|----------------|
| Female | 166 | 74,1 |
| Male | 58 | 25,9 |
| Total | 224 | 100 |

Table 4 describes the characteristics of respondents based on gender, respondents of female sex as many as 166 respondents with a percentage of 74.1%, respondents of the male sex as many as 58 respondents with a percentage of 25.9% of the total 224 respondents.

5. Distribution of Categories Based on the Principle of Fairness

Table 5. Distribution of Categories Based on the Principle of Fairness

| Principle of Fairness | n | Percentage (%) |
|-----------------------|-----|----------------|
| Unfair | 58 | 25,9 |
| Fair | 166 | 74,1 |
| Total | 224 | 100 |

Table 5 explains the distribution of respondents based on the principle of fairness, the results of the analysis on the principle of fairness variable show that the majority of respondents answered fair, namely 166 respondents with a percentage of 74.1%, and respondents who answered unfairly were 58 respondents with a percentage of 25.9% of a total of all respondents totaling 224 respondents.

6. Distribution of Categories Based on the Principle of Reasonableness

Table 6. Distribution of Categories Based on the Principle of Reasonableness

| Principle of Reasonableness | n | Percentage (%) |
|-----------------------------|-----|----------------|
| Unreasonable | 59 | 26,3 |
| Reasonable | 165 | 73,7 |
| Total | 224 | 100 |

Table 6 explains the distribution of respondents based on the principle of reasonableness, the results of the analysis on the principle of reasonableness variables show that the majority of respondents answered reasonable, namely 165 respondents with a percentage of 73.7%, and respondents who answered unreasonable as many as 59 respondents with a percentage of 26.3% of a total of all respondents totaling 224 respondents.

7. Distribution of Categories Based on the Principle of Transparency

Table 7. Distribution of Categories Based on the Principle of Transparency

| Principle of Transparency | n | Percentage (%) |
|---------------------------|-----|----------------|
| Not Transparent | 65 | 29 |
| Transparent | 159 | 71 |
| Total | 224 | 100 |

Table 7 explains the distribution of respondents based on the principle of transparency, the results of the analysis on the principle of transparency show that the majority of respondents answered transparent, namely 159 respondents with a percentage of 71%, and 65 respondents who answered not transparent with a percentage of 29% of the total respondents. totaling 224 respondents.

8. Distribution of Categories Based on the Principle of Consistency

Table 8. Distribution of Categories Based on the Principle of Consistency

| Principle of Consistency | n | Percentage (%) |
|--------------------------|-----|----------------|
| Not Consistent | 62 | 27,7 |
| Consistent | 162 | 72,3 |
| Total | 224 | 100 |

Table 8 explains the distribution of respondents based on the principle of consistency, the results of the analysis on the principle of consistency variables show that the majority of respondents answered consistent, namely 162 respondents with a percentage of 72.3%, and respondents who answered not consistent were 62 respondents with a percentage of 27.7% of a total of all respondents totaling 224 respondents.

9. Distribution of Nurse Performance at Royal Prima Hospital Medan

Table 9. Distribution of Nurse Performance at Royal Prima Hospital Medan

| Nurse Performance | n | Percentage (%) |
|-------------------|-----|----------------|
| Not Good | 106 | 47,3 |
| Good | 118 | 52,7 |
| Total | 224 | 100 |

Table 9 explains the distribution of respondents based on the performance of nurses at the Royal Prima Hospital Medan in 2021, the results show that of a total of 224 respondents, the majority of nurses' performance was good as many as 118 people with a percentage of 52.7% and 106 people who were not good with a percentage of 47,3%.

4.2.2. Bivariate Test Results with Chi-Square

1. The Relationship between the Principles of Fairness and Nurse Performance

Table 10. Cross-tabulation between the Variable Principle of Fairness and Nurse Performance

| Principle of Fairness | Nurse Performance | | Total | P-Value |
|-----------------------|-------------------|------|-------|---------|
| | Not Good | Good | | |
| Unfair | 58 | 0 | 58 | 0,000 |
| Fair | 47 | 119 | 166 | |
| Total | 105 | 119 | 224 | |

From table 10, it is explained that the frequency distribution of respondents is based on the principle of fairness to the performance of nurses, of the 224 respondents in this study, 166 respondents considered fairness fair. The majority of nurses' performance was good with 119 respondents, while 47 respondents were not good. Furthermore, from 58 respondents with unfair fairness, it was found that 58 respondents had poor performance. The p-value of the principle of fairness on the performance of nurses is $0.000 < 0.05$, which means that the principle of fairness has a significant effect on the performance of nurses at Royal Prima Hospital Medan in 2021. The results of the study show that the principle of fairness affects the performance of nurses at Royal Prima Hospital Medan, it can be seen that a good application of the fair distribution of medical services in the hospital will be able to raise the performance of nurses directed at Royal Prima Hospital Medan. The principle of fairness refers to the existence of equal treatment of all interested parties, and stakeholders in accordance with the criteria and proportions that should be.

The enforcement of the principle of fairness is primarily aimed at every nurse in receiving treatment and obtaining their rights as employees. This principle of fairness indicates that the principle of fairness has been implemented properly, this can be seen from the placement of work positions according to educational background and expertise, and the existence of a working relationship for each nurse is regulated in writing in the form of a work organization structure so that no nurse works concurrently position or there is a nurse who does not get a position in accordance with the field of work, there are regulations or sanctions against violations of the rights and responsibilities of every nurse written in the form of a decree or the right of nurses to get guarantees to give their opinions without any sanctions after giving an opinion. Based on the results of the study above, the application of the principle of fairness to nurses at Royal Prima Hospital Medan in the distribution of medical services has been going well, so that the performance of nurses can be improved again.

2. The Relationship between the Principles of Reasonableness with Nurse Performance

Table 11. Cross-tabulation between Principles of Reasonableness Variables and Nurse Performance

| Principle of Reasonableness | Nurse Performance | | Total | P-Value |
|-----------------------------|-------------------|------|-------|---------|
| | Not Good | Good | | |
| Unreasonable | 59 | 0 | 59 | 0,000 |
| Reasonable | 46 | 119 | 165 | |
| Total | 105 | 119 | 224 | |

In table 11, it is explained that the frequency distribution of respondents is based on the principle of reasonableness in the performance of nurses, of the 224 respondents in this study, 165 respondents considered reasonable with the majority of nurses' performance being good are 119 respondents, while 46

respondents were not good. Furthermore, from 59 respondents with unreasonableness, it was found that 59 respondents had poor performance. The p-value of the principle of reasonableness on the performance of nurses is $0.000 < 0.05$ which means that the principle of reasonableness has a significant effect on the performance of nurses at Royal Prima Hospital Medan in 2021. The results showed that the principle of reasonableness affected the performance of nurses at Royal Prima Hospital Medan. This shows that if managing the company is always based on reasonableness and equality, then the performance of nurses or employees will also increase. On the principle of reasonableness, it prioritizes equal and reasonable treatment between fellow nurses who work at Royal Prima Hospital Medan. In this study, reasonableness has a significant effect. This happens because the higher the reasonableness, the higher the nurse's performance.

3. The Relationship between the Principles of Transparency with Nurse Performance

Table 12. Cross-tabulation between Principles of Transparency Variables and Nurse Performance

| Principles of Transparency | Nurse Performance | | Total | P-Value |
|----------------------------|-------------------|------|-------|---------|
| | Not Good | Good | | |
| Not Transparent | 64 | 1 | 65 | 0,000 |
| Transparent | 41 | 118 | 165 | |
| Total | 105 | 119 | 224 | |

From table 12, it is explained that the frequency distribution of respondents is based on the principle of transparency in the performance of nurses, of the 224 respondents in this study, 165 respondents considered transparency as transparent as the majority of nurses' performance was good, 118 respondents, while 41 respondents were not good. Furthermore, from 65 respondents with non-transparent transparency, it was found that 59 respondents had poor performance, and 1 respondent had a good performance. The p-value of the principle of transparency on the performance of nurses is $0.000 < 0.05$, which means that the variable of the principle of transparency has a significant effect on the performance of nurses at Royal Prima Hospital Medan in 2021. The results showed that the principle of transparency affected the performance of nurses at Royal Prima Hospital Medan. This shows that Royal Prima Hospital Medan implements the principle of openness in the process of distributing medical services. This also means that Royal Prima Hospital Medan has provided adequate, clear, and timely information to nurses as well as easy access to this information by interested parties.

4. The Relationship between the Principle of Consistency and Nurse Performance

Table 13. Cross-tabulation between Principle of Consistency Variables and Nurse Performance

| Principle of Consistency | Nurse Performance | | Total | P-Value |
|--------------------------|-------------------|------|-------|---------|
| | Not Good | Good | | |
| Tidak Konsisten | 61 | 1 | 65 | 0,000 |
| Konsisten | 44 | 118 | 165 | |
| Total | 105 | 119 | 224 | |

In table 13, it is explained that the frequency distribution of respondents is based on the principle of consistency in nurse performance, of the 224 respondents in this study, 165 respondents considered consistent consistency the majority of nurses' performance was good, 118 respondents, while 44 respondents were not good. Furthermore, from 65 respondents with inconsistent consistency, it was found that 61 respondents had poor performance, and 1 respondent had a good performance. The p-value of the principle of consistency on the performance of nurses is $0.000 < 0.05$, which means that the variable of the principle of consistency has a significant effect on the performance of nurses at Royal Prima Hospital Medan in 2021. The results showed that the principle of consistency affected the performance of nurses at Royal Prima Hospital Medan. Good consistency will have an impact on the work of nurses in providing nursing care services to patients. This means that the higher the consistency of the hospital in the distribution of medical services to nurses, the better the nurse's performance in providing nursing services.

The results of the study also found that the consistency of hospitals in the distribution of medical services to nurses was good, meaning that the efforts made by hospitals in providing consistency in the distribution of medical services were good in terms of coordination and cooperation with other medical personnel. However, there are still nurses who consider that the implementation of the distribution of medical services has not consistently referred to the SOPs that have been made, and considers that ethical

values have not fully been used as guidelines in the distribution of medical services, and in general nurses have assessed that in the implementation of nursing services need to create a harmonious and good relationship among colleagues. Consistency is the value and system that underlies the strength of a culture.

5. The Relationship Nurse's Relation in Policy Making with Nurse Performance

Table 14. Cross-tabulation between Nurse's Relations in Policy-Making Variables and Nurse Performance

| Nurse Participation | Nurse Performance | | Total | P-Value |
|---------------------|-------------------|------|-------|---------|
| | Not Good | Good | | |
| Unrelated | 0 | 3 | 3 | 0,250 |
| Related | 105 | 116 | 221 | |
| Total | 105 | 119 | 224 | |

From the table, it is explained that the frequency distribution of the respondents regarding the nurse's relations in policy making on the nurse's performance, that of the 224 respondents in this study, 221 respondents considered the relations related to the nurse's performance to be good, 116 respondents, while 405 respondents were not good. Furthermore, from 3 respondents with unrelated relations, it was found that 3 respondents had a good performance. The p-value of the nurse's relations variable in policy making on the nurse's performance is $0.250 > 0.05$, which means that the nurse's relations variable in policy making has no significant effect on the nurse's performance at Royal Prima Hospital Medan in 2021. The results of the study indicate the relations of nurses in policy making on the performance of nurses at Royal Prima Hospital Medan. Good consistency will have an impact on the work of nurses in providing nursing care services to patients.

4.2.3. Multivariate Test Results

Multivariate analysis in this study used multiple linear regression because the independent variable in this study was more than one variable. The following is a table of multivariate test results in this study.

Table 15. Multivariate Test Results

| | | ANOVA ^a | | | | |
|-------|------------|--------------------|-----|-------------|---------|-------------------|
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 4673,776 | 5 | 934,755 | 423,078 | ,000 ^b |
| | Residual | 481,652 | 218 | 2,209 | | |
| | Total | 5155,429 | 223 | | | |

a. Dependent Variable: Y

b. Predictors: (Constant), X5, X1, X4, X2, X3

Table 15 explains the results of the multivariate test, from the table we can see the significant value in this study is $0.000 < 0.05$, which means that together the independent variables in this study affect the dependent variable, namely the performance of nurses at Royal Prima Hospital Medan in 2021. Furthermore, to find out how much influence the independent variable has on the dependent variable, it can be seen in the following table:

Table 16. R Square

| | | Model Summary ^b | | | |
|-------|-------------------|----------------------------|-------------------|----------------------------|--|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | |
| 1 | ,952 ^a | ,907 | ,904 | 1,486 | |

a. Predictors: (Constant), X5, X1, X4, X2, X3

b. Dependent Variable: Y

From table 4.16 the value of R square is 0.907 or 90.7%, which means that the independent variable in this study is able to influence the dependent variable by 90.7%, and the remaining 9.3% may be in other variables that are not included in this study.

4.3. Research Results with Qualitative Methods

In this study, qualitative methods use data processing with statistical application tools Lisler.

1. Model Accuracy Test (Goodness of Fit)

In structural equation modeling (SEM) there is no single statistical test tool to measure or test the proposed hypothesis. The results of the index analysis of the goodness of fit are presented in table 4.17 below:

Table 17. Goodness Of Fit Index Value

| Measurement GOF | Estimated Value | Criteria | Conclusion |
|-----------------|----------------------|------------------------------|------------|
| Chi-Square | 5335.10 (P = 190) | Expected Small $P > 0.05$ | Fit |
| RMSEA | 0.000 | $RMSE \leq 0.08$ | Fit |
| GFI | 0.46 | $GFI \geq 0.09$ | Fit |
| AGFI | 0.40 | ≥ 0.09 | Fit |
| TLI/NNFI | 1.76 | ≥ 0.95 | Fit |
| CFI | 1 | ≥ 0.94 | Fit |

Based on the results of the Model Conformity Assessment (Goodness Of Fit) test above, it can be concluded that the model in this study has met the model's accuracy requirements because the value of the Model Conformity Assessment (Goodness Of Fit) test on each size of the Model Conformity Assessment (Goodness Of Fit) shows the results of the estimated values that have been entered according to the cut off value criteria so that it can be concluded that the research model in this study has met the elements of conformity or model accuracy so that further test steps can be carried out.

2. Hypothesis Test

This study aims to analyze the distribution of medical services and the linkage of nurses in policy making on the performance of nurses at Royal Prima Hospital Medan in 2021, this study uses the Lisler SEM application program as a tool in processing research data.

Table 18. Structural Measurement Test Results

| No | Variable | T-Value | T -tabel | Result |
|----|----------------------------------|---------|----------|-----------------|
| 1. | Principle of Fairness | 2.12 | 1.96 | Significant |
| 2. | Principle of Reasonableness | 2.58 | 1.96 | Significant |
| 3. | Principle of Transparency | 2.78 | 1.96 | Significant |
| 4. | Principle of Consistency | 2.05 | 1.96 | Significant |
| 5. | Nurse Relations in Policy Making | 1.05 | 1.96 | Not Significant |

Based on the results of the structural measurement test on each of the research hypotheses above, it can be concluded that the variables of fairness, fairness, transparency, and consistency in this study are accepted because they have a T-Value value that is greater than the T-Table value. Meanwhile, the relationship variable in policy making in this research is rejected because the T-Value value is smaller than the T-Table value.

V. CONCLUSION

The following are the conclusions of this study:

1. The principle of fairness variable affects the performance of nurses at Royal Prima Hospital Medan in 2021
2. The principle of reasonableness variable affects the performance of nurses at Royal Prima Hospital Medan in 2021
3. The principle of transparency variable affects the performance of nurses at Royal Prima Hospital Medan in 2021
4. The principle of consistency variable affects the performance of nurses at Royal Prima Hospital Medan in 2021
5. The nurse's linkage variable in policy-making does not affect the performance of nurses at Royal Prima Hospital Medan in 2021

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