The Effect Of Characteristic, Psychological And Organizational Factors On Nurse Performance At Royal Prima Hospital

Abrianus Sarumaha[1*], Ermi Girsang[2], Yolanda Eliza Putri Lubis[3], Sri Wahyuni Nasution[4]

[1] Magister Student of Magister Public Health, Faculty of Medicine, Universitas Prima Indonesia
[2,3,4] Magister Public Health, Faculty of Medicine, Universitas Prima Indonesia
[*] Corresponding author:
Email: asarumaha94@gmail.com

Abstract.
Nurse performance is a determining factor in the success of achieving hospital goals in nursing services. Various studies on the performance of nurses in Indonesia show that the performance of nurses is still relatively low between 47.6% - 53.4%. Nurse performance is thought to be influenced by 3 factors, namely individual factors, psychological factors and organizational factors. The purpose of this study was to analyze the effect of characteristic, psychological, and organizational factors on nurse performance. This research is a quantitative research with a cross sectional study approach. The research was conducted at the Royal Prima Hospital, Medan. The research population was 367 people, the sample obtained was 115 people. Sampling by purposive sampling. Data analysis was univariate, bivariate with chi-square test, and multivariate with multiple logistic regression at 95% confidence level (α=0.05). The results showed that the factors that influence the performance of nurses at the Royal Prima General Hospital Medan are psychological factors (job satisfaction) (p=0.011), organizational factors (leadership and organizational culture) respectively p = 0.004 and p = 0.002. Individual characteristic factors had no effect, namely age (p=1,000), gender (p=0.661), education (p=0.454), and years of service (p=0.090). The most dominant variable influencing the nurse's performance is the leadership variable, Exp(B)/OR = 6.633, meaning that the nurse who states leadership is in a good category has a 6.6 times higher chance of having a good performance than the nurse who states that leadership is not good. It is recommended that the leadership of the Royal Prima General Hospital Medan to provide guaranteed incentives to all nurses so as to increase satisfaction. Head of the room to demonstrate leadership that is acceptable to all parties. Hospitals should maintain and improve the organizational culture that has been good so far.

Keywords: Characteristics, Psychological, Organization, Nurse Performance

I. INTRODUCTION

One of the pillars of hospital services is clinical governance with elements of professional nursing staff. Hospital clinical governance ensures that the community will get the best clinical services. Hospitals must be able to maintain the quality of service to their patients. One of the factors that ensure patient safety is the nurse's authority to take medical action. To maintain patient safety from medical actions carried out by nurses, hospitals must carry out regular nurse performance assessments. Hospitals are an integral part of the overall health care system in Indonesia that serves patients with various types of services. In facing the current era of globalization and decentralization, various kinds of challenges and changes must be taken seriously by hospital managers. They need to pay close attention to the dynamics of the environment, where the thinking used is the hospital model as a service organization that processes inputs to produce services (Lumenta, 2016).Nurses are human resources who have an important role in hospitals. Special management is needed to manage so that nurses can carry out their work well, so that they are able to contribute to the progress of the hospital. Almost all patients who visit the hospital always want to meet with nurses in an effort to seek healing or consult about their illness. The nurse's performance will greatly affect the continuity of the hospital organization (Amalia & Tjiptaningrum, 2016). To practice in a hospital, each nurse must first obtain approval from the hospital management, as evidenced by the provision of clinical assignments to the nurse concerned. This nurse may only perform actions as stated in her clinical assignment. This clinical assignment does not last forever, but can change according to the results of the annual performance assessment on the quality and safety of clinical services carried out by the nurse concerned. Nurse performance is a determining factor in the success of achieving hospital goals.

If the nurse's performance is good, then the hospital's clinical governance can guarantee that the community will get the best clinical services (Mirfat, et al., 2018).Performance appraisal is a tool that can be trusted as a control of human resources and their productivity, but in fact the performance of nurses is a problem in all nursing services. The performance of nurses in Indonesia is still relatively low. Maimun's

research (2016) at Bhayangkara 3 Hospital Pekanbaru reported the low performance of nurses, namely 53.4%. Maulani's research (2015) at the H. Hanafie Muara Bungo Jambi Regional General Hospital showed that nurses' performance was still lacking, namely 47.6%. Another study conducted by Rahmat (2016) at the Surabaya Hospital also showed the low performance of nurses, namely 50%. Judging from the several studies that have been done, the performance of nurses is between 47.6%-53.4%. This condition indicates that the majority of nurses are not optimal in providing nursing services to patients. Mirfat et al., (2018) stated that the emphasis on performance can be short-term or long-term, also at the individual, group or organizational level. Individual performance contributes to group performance which in turn contributes to organizational performance. Gibson, Ivancevich, & Donnelly, (2017) state that performance is influenced by 3 factors, namely individual factors, psychological factors and organizational factors. Individual factors, consisting of abilities, skills, experience, demographics and family background. Psychological factors consist of perception, attitude (job satisfaction, job involvement, commitment), personality and learning. Organizational factors consist of resources, rewards, workload, structure and leadership. Based on the theory put forward by Gibson above, many factors affect performance.

Given the limitations, the variables are complex and difficult to measure, this research only focuses on factors related to performance, namely: job satisfaction, leadership, organizational culture with added characteristics of age, gender, education and years of service. Performance appraisal is the process of assessing the work of human resources in an organization through performance appraisal instruments (Ministry of Health, 2012).In the performance appraisal process, it is necessary to first create a performance appraisal instrument that contains specific performance appraisal criteria (key performance indicators), so that performance can be measured accurately (Sataloff, Johns, & Kost, 2015). The process of assessing the performance of nurses as the main professionals in hospitals must be carried out realistically, objectively and evidence-based and specific according to specific specializations or procedures (Shi, Li, Yu, Wang, & Niu, 2018). The nurse's performance assessment aims to understand the shortcomings of the performance that has been carried out so that it can open up space for improvement or improvements to hospital quality/quality and efficiency, for the purposes of providing incentives and reward programs as well as strategic value-based purchasing (LiLin & Shiqian, 2018).Several studies that have been conducted have explained that the performance of health workers in Indonesia, including health workers in hospitals, has not been optimal. Among them, the results of research (Rahmatika, 2014) at Rasidin Hospital Padang stated that there was a relationship between leadership and nurse performance.

According to research (Ardian, 2017) at the Medan Adventist Hospital that there is a relationship between leadership and nurse performance, p- value <0.05 is obtained. Meanwhile, according to Iqbal & Agritubella (2017) in his research at the PMC Hospital stated that the performance results of nurses were in the less category as much as 71.4% of organizational culture. Furthermore, the research of Mirfat et al., (2018) states that individual factors do not affect the performance of nurses in completing medical records but psychological factors and organizational factors affect the performance of nurses. The Government of Indonesia through the Ministry of Health consistently designs forms of subsidies or services that are easy and cheap to reduce the burden of health care costs on all community groups. In community groups under government agencies, standard services are provided based on appropriateness and at a cost that is estimated to be sufficient for all. It must be recognized that the role of the hospital as a business entity must pay attention to all its personnel including their welfare in order to make the best contribution to the quality of service. Individual factors regarding many aspects of an individual's life that have the potential to influence the achievement of individual performance. In simple terms, it is logically accepted that men will be physically stronger than women. That women are often more thorough in carrying out work procedures than men. The age factor is also extreme, that when a person gets older his work performance becomes more disciplined or vice versa because of the development of personal discipline. Other factors such as abilities and skills, experience and background are also things that affect individual performance (Gibson et al., 2017).Based on the above background, the researcher is interested in conducting research on the influence of individual, psychological and organizational factors on the performance of nurses at the Royal Prima Indonesia Hospital in 2022.

II.   METHODS

The type of research used by the researcher is research with a quantitative approach. The research design used is a cross sectional study approach, which aims to study the influence between independent variables (free), namely characteristic, psychological and organizational factors with the dependent variable (bound), namely the performance of nurses, conducted research at the same time. This research will be carried out at the Royal Prima Indonesia Hospital in June 2022 until it is completed. The data collection method used in this study used primary data and secondary data. Primary data were obtained through direct interviews guided by research questionnaires given to nurses who had prepared questions that were directly related to the problems studied. Secondary data obtained from the study of documentation obtained from the hospital administration in the form of printed data in the form of rules, activity reports and data relevant to this research. Secondary data is obtained from reports and other official documents, especially data from the Royal Prima Indonesia Hospital related to staffing data and the number of nurses, hospital profiles and so on according to research needs.

III.   RESULT AND DISCUSSION

Based on results study show that there is the effect of job satisfaction on the performance of nurses in General Hospital Royal Prima Medan, $p=0.011<0.05$. The job satisfaction variable has the value of Exp (B) / OR = 5.143 means that nurses who are satisfied at work, chance have performance good as big as 5.1 time more tall compared nurse which feel less satisfied in work. This result is strengthened with research conducted by Rahmah et al al., (2019) at Bandung Hospital get the result that there is influence significant Among satisfaction work with performance nurse. Horhoruw Research (2017) in General Hospital Inpatient Installation Dr. area. M. Haulussy Ambon get results that satisfaction work affect the performance of nurses. Likewise Sinaga's research (2018) at the inpatient installation of Martha Friska Hospital, he received the results that there is a significant effect between job satisfaction and performance nurse. The more pussy nurse in work so the more increase performance in give care nursing on patient. Fitriani (2017) who conducted research in the Inpatient Installation Labuang Baji Hospital, South Sulawesi Province, found that satisfaction work nurse relate with performance nurse. Results other research conducted by Syafrizal, et al. (2021) at Home Arosuka Regional General Hospital obtained the majority of nurse job satisfaction satisfied (56.5%) and high nurse performance (51.8%). Furthermore, from the test results statistics that there is a significant relationship between job satisfaction with the performance of nurses so that hospitals need to pay attention to aspects of job satisfaction of nurses in formulating policies.

Based on results study show that there is the influence of leadership on the performance of nurses in General Hospital Royal prime Medan, $p=0.004<0.05$. Variable leadership which have score Exp(B)/OR = 6,633 it means nurse state good leadership, chance have performance good as big as 6.6 time more tall compared nurse which state leadership not enough good. In line with research conducted by Rahmatika (2014) in Rasidin Padang Regional General Hospital stated that the relationship between leadership and nurse performance. Ardian Research (2017) at the Medan Adventist Hospital that there is a relationship between leadership with performance nurse. Nurse which state that p is the leader To do the role with good so tend have better performance. Furthermore, research conducted by Samosir, et al al. (2021) at Dharmais Cancer Hospital Jakarta showed that there is influence role leadership head room take care stay to performance nurse. Existence and leadership head indoor room carry out their duties and responsibilities are needed in the team work. Head room must To do his job with good in arrange his subordinates like make planning, control, briefing, coordination, cooperation, and supervision to para nurse.

Based on results study show that there is influence culture organization to performance nurse in House Sick General Royal Prima Medan, $p=0.002<0.05$. Organizational culture variables has a value of Exp(B)/OR= 6,124 means nurse which state good organizational culture, 6.1 times more chance of good performance higher than nurses who stated that organizational culture was less good. The results of this study are in line with research conducted by Mirfat et al., (2018) stated that organizational factors influence nurse performance. Research conducted by Darmin (2021) in RSUD City Kotamobagu obtained results that culture organization nurse including the strong category that is equal to 56.1%, the nurse's performance

includes good category that is as big as 61.0%. Temporary Iqbal's research results & Agritubella (2017) at PMC Hospital stated that the performance results nurses are in the less category as much as 71.4% which is influenced by organizational culture. According to researchers, research result it has proven that organizational culture affects the performance of nurses in hospitals General Royal Prima Medan. The nurse who said that culture organization good so performance also good, on the contrary nurse which stated that the organizational culture is not good tend to perform not enough good. Culture organization which applied by nurse House General Hospital Royal Prima Medan overall is good, it's proven from the results of the respondents' answers said that the nurse feel proud work at home sick, understand about vision and home mission sick in give service to patient, support policy n boss for increase quality service to patient, as well as support existence communication which effective Among colleague profession and between profession.

Study this also find part nurse executor stated that organizational culture in hospital inpatient rooms General Royal prime Medan in category not enough good. That matter caused nurse not enough agree with Settings and supervisiondirectly to control the behavior of implementing nurses in the ward stay. In addition, nurses do not support the work plan that has been set together because it is considered that the work plan is not suitable to apply in patient care. Found a small number of nurses executor not enough obey regulation which has set by organization because considered regulation the not enough profitable himself.

IV. CONCLUSION

Based on the results of the research above, it can be concluded that the most dominant variable has an influence on the performance of nurses in nursing Royal Prima General Hospital Medan is the leadership variable which have score Exp(B)/OR = 6,633 it means nurse which state leadership good, chance have performance good by 6.6 times higher than nurses who statedleadership not enough good.

V. ACKNOWLEDGMENTS

VI. ETHICAL CONSIDERATIONS

This research has been declared ethically compliant according to the WHO 7 Standards 2011 by the Health Research Ethics Commission (KEPK) University of Prima Indonesia.

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