

AN ANALYSIS OF FACTORS RELATED TO THE PERFORMANCE OF INPATIENT ROOM NURSES AT THE RSUD DR. M. YUNUSBENKULU IN 2017

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Abstract

This study aimed to determinant the factors related to the performance of nurses at inpatient room of dr. M. Yunus hospital in 2017. This study used quantitative with cross sectional design and population were 122 respondents with 68 respondents as sample. The data were collected by questionnaires and then analyzed bivariate with chi-square and multivariate test with logistic regression. The results of this study revealed that: related to the performance of the nurses were competence ($p= 0.003$), work motivation ($p= 0.03$) and workload ($p = 0.026$). While, the socio-demography did not include factors related of nurse performance, with each p -value greater than 0.05 with the age ($p=0.219$), sex (1.000), education level (0.694), length of service ($p = 0.558$), employment status ($p = 0.463$), training ($p = 1.000$), and recruitment ($p = 0.461$). The conclusion of this study: Competence is the most factors related to the nurses performance in inpatient room at the RSUD dr. M. Yunus Bengkulu with p -value = 0.003 and Adjusted Odds Ratio (AOR) 0.158. To increase the competence of the nurses, the hospital needs to carry out training that is aimed primarily for the nurses working in the inpatient room who never attended training which can support the competence of nurses in performing their duties.

Keywords: competence, work motivation, workload, nurses performance.

Introduction

Nurses are human resources who participate in coloring health services in hospitals, because beside this is not only a dominant number but also a profession who provides constant and continuously 24 hours to patients every day. Therefore, nursing services contribute in determining the quality of service in hospital. Finally, every effort to improve quality of hospital services should also be accompanied by improving the quality of nurses' services with improving the nurses performance (Mulyono, et, el, 2013).

Much of research have been done regarding the performance of nurses. The exist phenomenon shows that there are still many complaints of clients and the public on the quality of nurse's services are less good. The study has been done by Directorate of Nursing Service of MOHRI (2009) shows that nurse service given by nurse to client is still far from expectation.

Some of research on the performance of nurses such as inpatient installation hospital Dr. Achmad Moechtar Bukit Tinggi in 2012, based on the analysis, mostly nurses still had poor performance at 57.5% (Andriani et al, 2012). Same with research was conducted in hospital Dr, Rasidin Padang in 2014 concluded more half of nurses at (55%) were still poor performing (Ramadini & Jasmita, 2015). Research about performance conducted in Labuang Haji hospital also shows that the performance of nurses is low at 51.9% (Fatimah et,al, 2013). This means that most of nurses who work in hospitals have low performance which which means the nurse's performance has not been optimal in providing nursing services.

Based on preliminary study results obtained data on the number of patients who treated in inpatients wards dr. M. Yunus hospital Bengkulu in 2015-2016 did not experience a significant increase. In 2015, 19.791 people with average visiting at 55 people/day and in 2016, 20.306 people/day with average visiting 55 people/day. It can be seen from the BOR (Bed Occupancy Interval) that was around 50,5% in 2015 and 44.53% in 2016. While TOI (Turn Over Interval) was 3,07 which was still low. The standard of Ministry of Health of the Republic of Indonesia (Year 2005) sets the ideal BOR standard to be achieved at 60% -85%. Achievement of indicators such as BOR is influenced by several factors one of that is the performance of

nurses. With the high performance of nurses will have an impact on the increasing number of hospital patient visits which will also affect the BOR figures.

Based on that data, writer interested to conduct research about An Analysis of Factors Related to the Performance of Nurses at Inpatient Room of dr. M. Yunus hospital Bengkulu in 2017.

Research Design and Methodology

This research used quantitative research with cross sectional approach. The sample used were the nurses who worked in the inpatient ward of dr. M. Yunus hospital Bengkulu as many as 68 people. The sample size using the hypothesis test formula is different in two proportions (Lemeshow et al, 1997). Sampling technique used was probability sampling technique by taking Simple Random Sampling. The data were collected using questionnaire which was analyzed by using univariate analysis shown in frequency distribution (n) and proportion (%), bivariate analysis using chi square statistic with significance level α 0.05 and CI 95% and multivariate analysis to obtain model end factor determinant performance by generating Adjusted Odds Ratio (AOR).

Findings and Discussion

This research found mostly nurses, who were less 35-year-old, was 36 respondents (52,9%), with female gender of 63 respondents (92.6%). Education Level was DIII Nursing as many as 30 respondents (44.1%). The working period included in the old category was 65 respondents (95.6%). And civil servant status as many as 60 respondents (95.6%). Nurses had attended the training that was 38 respondents (55.9%).

The nurse who performed well was 41 respondents (60.3%), while 27 respondents (39.7%) had poor performance. Competence of nurses had equal number to good competence and less competence that was counted 34 respondents (50.0%). The motivation of the nurses' work was mostly 37 respondents (54.4%) who had low work motivation. The workload of most of nurses was 36 respondents (52.9%) who had a heavy workload. Most of the recruitment of nurses were in accordance with the procedure that was 37 respondents (54.4%).

The results of socio-demographic cross-tabulation with the performance of nurses were found that nurses in the age group of more than 35 years were 22 respondents (68.8%) who had good performance, obtained p-value (0.219). Female gender which has good performance as much as 38 respondents (60.5%), obtained p-value (1,000). The nursing nurse with the education level of DIII Nursing was 18 respondents (60.0%) who had good performance, nursing bachelor degree as many as 16 respondents (57.1%) who had good performance, and NERS as many as 5 respondents (62.5%) who had good performance, p-value (0.694).

Most of nurses, as many as 40 respondents (61.5%) with long tenure had good performance, obtained p-value (0.558). Employment status of nurses mostly with civil servant status was 35 respondents (58.3%) who had good performance, obtained p-value (0.463). Most of the nurses had attended the training, as many as 23 respondents (60.05%) had good performance, obtained p-value (1,000). Based on the result of chi-square statistic test, there was no significant correlation between socio-demography with nurse performance, where p-value was greater than alpha value (0.05).

Good competence variable of nurse was good at 27 respondents (79.40%) that had good performance, with p-value (0.003), it could be concluded there were a significant relation between competence with nurses' performance. Motivation of nurse worker with high work motivation was 25 respondents (80.6%) who had good performance, obtained p-value (0.003), it can be concluded that there was a significant relationship between work motivation and performance nurse. The workload of nurse with mostly light work load was 24 respondents (75.0%) that had good performance, obtained p-value (0.026), it could be concluded there was significant relation between work load with nurse performance. The variable of recruitment of nurse according to procedure was 24 respondents (64.9%) which had good performance, obtained p-value (0.461), it

could be concluded there was no significant correlation between recruitment with nurse performance.

Tabel1

The socio-demographic relationship with the performance of nurses in the inpatient ward of RSUD dr. M. Yunus Bengkulu Year 2017

Variabel	Nurse performance				Total		Chi Square Independent Test	
	Less good		Good		F	%	Nilai P	Coarse Odds Ratio (95%CI)
	F	%	F	%	F	%		
Socio-demographic								
Aged								
< 35 Tahun	17	47.2	19	52.8	36	100	0.219	1.968 (0.729-5.316)
≥ 35 Tahun	10	31.2	22	68.8	32	100		
genders								
Male	2	40.0	3	60.0	5	100	1.000	1.013 (0.158-6.503)
Female	25	39.7	38	60.3	63	100		
Education levels								
SPK	0	0	2	100	2	100	0.694	
DIII Kep	12	40.0	18	60.0	30	100		
S.Kep	12	42.9	16	57.1	28	100		
NERS	3	37.5	5	62.5	8	100		
Work period								
New	2	66.7	1	33.3	3	100	0.558	3.2 (0.276-37.154)
Ancient	25	38.5	40	61.5	65	100		
Employee status								
Non civil servants	2	25.0	6	75.0	8	100	0.463	0.467 (0.087-2.505)
Civil servants	25	41.7	35	58.3	60	100		
Training								
No	12	40.0	18	60.0	30	100	1.000	1.022 (0.384-2.718)
Yes	15	39.5	23	60.5	38	100		
Competence								
Bad	20	58.8	14	41.2	34	100	0.003	5.510 (1.879-16.159)
Good	7	20.6	27	79.40	34	100		
Work Motivation								
Low	21	56.8	16	43.2	37	100	0.003	5.469 (1.815-16.481)
High	6	19.4	25	80.6	31	100		
Work load								
weight	19	52.8	17	47.2	36	100	0.026	3.353 (1.193-9.426)
Easy	8	25.0	24	75.0	32	100		
Recruitment								
Non-procedural	14	45.2	17	54.8	31	100	0.461	1.520 (0.572-4.042)
Procedural	13	35.1	24	64.9	37	100		

Source :Primary data of research that is processed, 2017

Based on the results of the research shows that competence was the most dominant factor related to the performance of nurses. From the analysis results obtained Adjusted Odd Ratio (AOR) 0.158, it means that nurses with less competence 0.158 times had opportunity to perform less well. This research was same with the research of Fatimah et al (2013), showing there was a relationship between competence with nurse performance. Supported by Budiawan's research (2015) indicated that there was a significant relationship between competence and performance of nurse with value Adjusted Odd Ratio (AOR) 65.35.

Competence is the ability to carry out work or tasks based on skills and knowledge and it is supported by work attitude defined by the job. Competence shows certain knowledge, skills and attitudes of a profession in certain skill characteristics, which characterize a professional (Wibowo, 2012). Quoted from Wikipedia (2012) asserted that a higher the competence is higher the resulting performance. The same opinion is also expressed by Ivancevich (2006) in

Fatimah et al (2013), that competence is an individual ability based on knowledge and skills shown in thinking and acting in accordance with the field of work. Better the competence of nurses will be better the performance.

In this study also shows that there was a significant relationship between work motivation and the performance of nurse. From the analysis obtained the value of OR 5.569, which means that nurses with low work motivation had a chance 5,569 times to perform poorly.

This research was same with Damayanti's research (2015) which indicated that there was a relationship between work motivation with the performance of nurses at SultanSyarifMohamadAlkadrie Hospital of Pontianak City. Supported also by research Budiawan (2015) who found there was a significant relationship between work motivation with the performance of nurses implementing in Mental Hospital of Bali Province. The importance of motivation of work because of motivation wasa thing that causes, distributes, and supports human behavior, efforts to work hard and enthusiastically achieve maximum results (Hasibuan, 2017). A higher the work motivation of the nurse is a higher the performance of the nurse in the application of providing nursing service.

According to Vroom's expectancy theory, states that if an employee has high expectations he can adapt highly and he suspects that with the achievement of work, he will feel the consequences which he expects, then he will have a high motivation to work. Conversely, if employees feel confident that he will not be able to achieve the job performance as expected, then he will lack the motivation to work (Rustiani, 2009).

Based on the results of the study also showed a significant relationship between work with the performance of nurses implementing. From analysis also gained the value of OR 3.353, it was mean that the nurses with heavy work load had a chance 3,353 times to perform poorly.

This research is same with the research of Afandi, M &Sefriadinata, T (2013) at RSUD SarasHusadaPurworejo concluded there was relation of work load with nurse performance. Supported also by research Nurnaningsih (2012), concluded that there was a relation between work load to the performance of nurses in giving service of saving at inpatient room of Islam Hospital Faisal Makassar.

Workload is closely related to the quality of health personnel performance. Analysis of the workload of tasks carried out by function, additional tasks, number of patients treated, work capacity in accordance with nurse education, working hours in accordance with working hours, and completeness of the facility. Nursing workload fluctuations occur over a period of time, so that sometimes the load is very light and other times the burden can be excessive (Afandi, M & Sefriadinata, T, 2013).

Conclusion

Based on the research results can be concluded that the competence factor is the most dominant factor associated with the performance of nurses in the inpatient wards at RSUD dr.M.Yunus Bengkulu. To improve the nurse's competence as the service provider, the hospital needs to conduct the training equally by involving the nurses in every hospital activity.

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Biography



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