

Factors That Influence The Performance Of Emergency Installation Nurses At Bunda Thamrin Medan Hospital in 2018

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Abstract

Nurses as one of health workers in the hospital having an important role in achieving health development goals. The success of health services depends on the participation of nurses to provide high quality care nursing for patients . This research is quantitative and uses cross sectional design. The purpose of this research is to see what factors that can influence the performance of the emergency room in Bunda Thamrin Hospital Medan 2018. This research use total sampling or exhausted sampling and The source data of this research is using questionnaires and then followed by using univariate analysis, bivariate analysis, and multivariate analysis with the SPSS program. The results of this research is that work load ($p=0,000$), stress of work ($p=0,000$), competition ($p=0,000$), incentive ($p=0,000$), length of working ($p=0,000$) have influences for performance of nurses. After multivariate analysis the most influential variable is work load ($p=0,000$). The result showed that there was correlation between work load, stress of work, competition, incentive, length of working has influences against work performances of nurses. Therefore, there is a need to improve nursing service that can be made to improve the performance of nurses with increased knowledge through education nursing sustainable and improving skills nursing is absolutely necessary. The arrangement of a work conducive environment is so important, so that nurses can work effectively and efficiently .Creating a work that could lead to a nurse to do the best.

Keywords : nurse performance, work load, work stress, competition, incentive, length of working

Introduction

Nurses are one of the professions in hospitals that have an important role in providing health services.(1) Therefore, hospitals where nurses work always make various efforts aimed at improving the quality of nurses' professionalism. Nursing is an integral part of the health service system and is one of the factors that determines the quality of health services.(2) For this reason, it is necessary to pay attention to the performance of nurses in carrying out their duties and functions in providing health services to patients. The public still often complains about the services provided by nurses. The spotlight on nurses' performance is a problem that must be addressed immediately, because nursing services determine the quality of hospital services.

Performance is the appearance of the work of personnel in both quantity and quality in an

organization.(3) Performance can be an individual performance or the work of a group of personnel. The display of work results is not limited to personnel who hold functional or structural positions, but also to all levels of personnel within the organization. Various factors can influence a nurse's performance. Basically, the level of performance of nurses is influenced by factors within the nurse herself and factors outside the nurse. Factors within nurses include knowledge and skills, competencies appropriate to their work, work motivation and job satisfaction. Meanwhile, factors from outside the nurse, namely workload and leadership style in the organization, play a major role in influencing nurse performance. 3 Several factors that influence nurse performance are workload and work stress.(4)

Special purpose

a. To analyze the effect of workload on nurse performance

- b. To analyze the effect of work stress on nurse performance
- c. To analyze the influence of competency on nurse performance
- d. To analyze the effect of incentives on nurse performance
- e. To analyze the effect of work experience on nurse performance
- f. To analyze the factors that most influence nurse performance

Benefits of research

a. For Researchers

It is hoped that the results of this research can develop insight and knowledge about the factors that influence the performance of nurses in the emergency installation at Bunda Thamrin Hospital, Medan City in 2018.

b. For Hospitals

As input, consideration and attention in improving things that influence the performance of nurses, it can be hoped that from this research the work performance of officers will be better.

c. For Academics

This research can be used as material or source in studying the science of medical records and health information as well as increasing information insight regarding the matter being researched. Also as information material for future researchers to follow up on the results of this research.

Research methods

The research was carried out with a quantitative research design and a cross sectional approach and was carried out at the Bunda Thamrin General Hospital, Medan. The time of the research was January 2019. The population in this study were 40 nurses at Bunda Thamrin Hospital, Medan, with a large sample size (Total Sampling). The data in this research is primary data with data obtained through questionnaires. Univariate data were analyzed descriptively and bivariate data were analyzed using the Pearson correlation test. Multivariate data were analyzed using linear logistic regression tests.

Results and Discussion

Table 1. Distribution of Respondents Based on Gender

No	Gender	Frequency (f)	%
1	Male	17	42,5
2	Female	23	57,5
Total		40	100

Based on table 1 above, it can be seen that the gender proportion of emergency room nurses at Bunda Thamrin Hospital is 23 women (57.5%) and 17 men (42.5%).

Table 2. Distribution of Respondents Based on Age

No	Age	Frequency (f)	%
1	<30 tahun	23	57,5
2	30-40 tahun	17	42,5
Total		40	100

Based on the table above, the distribution of respondents based on age is dominated by the <30 year old group, totaling 23 people (57.5%) and the 30-40 year old group, totaling 17 people (42.5%).

Table 3. Distribution of Respondents Based on Education

No	Education	Frequency (f)	%
1	D3	22	55,0
2	S1	18	45,0
Total		40	100

Based on the table above, the distribution of respondents based on education is dominated by the DIII Nursing education level, amounting to 22 people (55%) while the S1 education level is 18 people (45%).

Table 4. Distribution of Respondents Based on Income

No	Income	Frequency (f)	%
1	<2.700.000	24	60,0
2	>2.700.000	16	40,0
Total		40	100

Based on the table above, the distribution of respondents based on income is dominated by income <2,700,000 totaling 24 people (60%) while for income >2,700,000 there are 16 people (40%).

Table 5. Distribution of Respondents Based on Marriage Test

No	Marriage Test	Frekuensi (f)	%
1	Not Married	22	55,0
2	Married	18	45,0
Total		40	100

Based on the table above, the distribution of respondents based on marital status is dominated by unmarried people, numbering 22 people (55%) while those who are married are 18 people (45%).

Table 6. Distribution of Respondents Based on Length of Work

No	Length of Work	Frequency (f)	%
1	<5 years	29	72,5
2	5– 10 years	11	27,5
Total		40	100

Based on the table above, the distribution of respondents based on length of work is

dominated by those working <5 years, amounting to 29 people (72.5%) while those working for 5-10 years are 11 people (27.5%).

Table 7. Frequency Distribution of Workload for Emergency Room Nurses at Bunda Thamrin Hospital, Medan

No	Workload	Frequency (f)	%
1	Medium	5	12,5
2	High	35	87,5
Total		40	100

Based on the table above, the frequency distribution of workload for emergency room nurses at RSU Bunda Thamrin Medan is dominated by a high workload level of 35 people (87.5%) while a moderate workload level is 5 people (12.5%).

Table 8. Frequency Distribution of Job Stress for Emergency Room Nurses at Bunda Thamrin Hospital, Medan

No	Job Stress	Frequency (f)	%
1	Low	3	7,5
2	Medium	22	55,0
3	High	15	37,5
Total		40	100

Based on the table above, the frequency distribution of work stress for emergency room nurses at Bunda Thamrin Hospital in Medan is dominated by moderate work stress levels of 22 people (55.0%), high work stress levels of 15 people.

Table 9. Frequency Distribution of Work Competency for Emergency Room Nurses at Bunda Thamrin Hospital, Medan

No	Competency	Frequency (f)	%
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1	Bad	1	2,5
2	Medium	17	42,5
3	Good	22	55,0
Total		40	100

Based on the table above, the frequency distribution of the competency of emergency room nurses at Bunda Thamrin Hospital, Medan, is dominated by 22 people (55.0%) with good competency, 17 people with moderate competency (42.5%) while 1 person (2.5%) with poor competency. .

Table 10. Frequency Distribution of Work Incentives for Emergency Room Nurses at Bunda Thamrin Hospital, Medan

No	Incentive	Frequency (f)	%
1	Low	11	27,5
2	Medium	10	25,0
3	High	19	47,5
Total		40	100

Based on the table above, the frequency distribution of incentives for emergency room nurses at Bunda Thamrin Hospital, Medan, is dominated by good incentives, 19 people (47.5%), medium incentives, 10 people (25%), while low incentives, 11 people (27.5%).

Table 11. Frequency Distribution of Work Periods for Emergency Room Nurses at Bunda Thamrin Hospital, Medan

No	Work Period	Frekuensi (f)	%
1	Low	3	7,5
2	Medium	22	55,0
3	High	15	37,5
Total		40	100

Based on the table above, the frequency distribution of work periods for emergency room nurses at RSU Bunda Thamrin Medan is dominated by medium work periods of 22 people (55.0%), high work periods of 15 people (37.5%), while low work periods of 3 people (7.5%).

Table 12. Frequency Distribution of Performance of Emergency Room Nurses at Bunda Thamrin Hospital, Medan

No	Nurse Performanc e	Frequency (f)	%
1	Medium	11	27,5
2	High	29	72,5
Total		40	100

Based on the table above, the frequency distribution of the performance of emergency room nurses at Bunda Thamrin General Hospital, Medan, is dominated by high performance, 29 people (72%), while moderate performance nurses are 11 people (27.5%).

Table13. Correlation of Workload with the Performance of Emergency Room Nurses at Bunda Thamrin Hospital, Medan

Variable	Pearson correlation (r)	P value
Workload	-0,804	0,000

Analysis of the relationship between workload and nurse performance shows a negative r value with a p value of 0.000, meaning that workload is related to nurse performance. The strength of the relationship between the workload variable and nurse performance is in the significant category ($r = -0.804$), meaning that the higher the nurse's workload, the nurse's performance will decrease.

This research is in line with research conducted by Ramli (2010), regarding the relationship

between individual characteristics and workload with nurse performance in the inpatient installation room at RSU Haji Makassar, which stated that there was a relationship between workload and nurse performance. The same research was also conducted by Afandi (2013) at Saras Husada Hospital, Purworejo, which stated that there was a relationship between workload and nurse performance.

However, contrary to the results of research conducted by Mudayana (2012), entitled The Relationship between Workload and Employee Performance at Nur Hidayah Hospital Bantul in 2012, it was stated that workload had no effect on employee performance at Nur Hidayah Hospital Bantul. In general, workload is not related to nurse performance, however, hospitals also need to be aware of excessive workload to prevent undesirable things from occurring due to the impact of high workload.

Table14. Correlation of Job Stress with the Performance of Emergency Room Nurses at Bunda Thamrin Hospital, Medan

Variable	Pearson correlation (r)	P value
Job Stress	-0,753	0,000

Analysis of the relationship between work stress and nurse performance shows a negative r value with a p value of 0.000, meaning that work stress is related to nurse performance. The strength of the relationship between the work stress variable and nurse performance is in the significant category ($r = -0.753$), meaning that the higher the level of nurse work stress, the nurse performance will decrease. This is also in line with Nopa's research (2016), at Tanjung Pura Langkat Regional Hospital, regarding the Effect of Work Stress on the Performance of Inpatient Room Nurses, where it was found that there was a significant relationship between work stress (variable physical symptoms, psychological symptoms and behavioral symptoms) and performance.

inpatient room nurses and have a significant influence with a negative correlation value. Likewise with the results of research conducted by (Nainggolan, 2017) Spearman rho correlation, p value = 0.0001 and $r = -0.932$, shows a negative correlation value and has a significant relationship between work stress and the performance of nurses at RSU Bina Kasih Medan.

Table15. Correlation of Competency with the Performance of Emergency Room Nurses at Bunda Thamrin Hospital, Medan

Variable	Pearson correlation (r)	P value
Kompetensi	0,484	0,000

Analysis of the relationship between competency and nurse performance shows a positive r value with a p value of 0.000, meaning that competency is related to nurse performance. The strength of the relationship between the competency variable and nurse performance is in the significant category ($r = 0.484$), meaning that the higher the nurse's competency, the better the nurse's performance will be.

This is in line with research conducted by Sayuni (2012) where it was found that competency influences the performance of implementing nurses. Likewise, with the results of Sitepu's research (2010), there is a significant influence between competence (attitudes and skills) on nurse performance. The most dominant variable influencing nurse performance is skill.

However, in contrast to the results of research conducted by Mandagi, et al (2015) with probability research results (significance) greater than 0.05 ($0.409 > 0.05$), H1 was rejected or there was no relationship between nurse competency and nurse performance.

Table16. Correlation of Incentives with the Performance of Emergency Room Nurses at Bunda Thamrin Hospital, Medan

Variable	Pearson correlation (r)	P value
Incentive	0,412	0,000

Analysis of the relationship between incentives and nurse performance shows a positive r value with a p value of 0.000, meaning that incentives are related to nurse performance. The strength of the relationship between the incentive variable and nurse performance is in the significant category ($r = 0.412$), meaning that the higher the incentives given to nurses, the better the nurse's performance will be.

The results of this research are also in accordance with research conducted by Renyaan (2016) on the Relationship Between Incentives, Motivation, Supervision and Nurse Performance in the Inpatient Room of the Regional General Hospital of Sorong Regency, West Papua, stating that there is a significant relationship between incentives and nurse performance in Inpatient Room at the Regional General Hospital of Sorong Regency, West Papua. Shove with a value of 0.048 and p value > 0.05.

Table17. Correlation of Working Period with the Performance of Emergency Room Nurses at Bunda Thamrin Hospital, Medan

Variable	Pearson correlation (r)	P value
Work Period	0,401	0,000

Correlation Analysis between work periods with nurse performance show a positive r value with a p value of 0.000, meaning that length of service is related to nurse performance. The strength of the relationship between the work period variable and nurse performance is in the significant category ($r = 0.412$), meaning that the longer a

nurse's work period, the better the performance will be.

The results of this research are in line with research conducted by Kumajas (2014) with the results obtained with a p value of 0.000, which means that H_0 is rejected so it can be concluded that there is a relationship between length of service and the performance of nurses at Bhayangkara TKIII Hospital, Manado.(5) However, this is not in line with research conducted by Palar, et al (2018) with statistical test results using Chi-square with an error rate of 0.06, obtaining a p value of 0.536. This means that H_0 is accepted so that there is no relationship between the periods work with the performance of nurses at Bhayangkara TKIII Manado Hospital.(6)

Conclusion

- The results of the study showed that the majority of nurses were women, aged 30-40 years, had a DIII degree in nursing, income <2,700,000, not married and had worked <5 years.
- There is a correlation between workload and nurse performance with $r_{workload} = -0.804$ and p value = 0.000. This means that the higher the nurse's workload, the more it will affect the nurse's performance.
- There is a correlation between work stress and nurse performance with r, work stress = -0.753 and p value = 0.000. This means that the higher the level of work stress of nurses, the more it will affect nurse performance.
- There is a correlation between competency and nurse performance with $r_{competence} = 0.484$, and p value = 0.000, meaning that the higher the nurse's competency, the better the nurse's performance.
- There is a correlation between incentives and nurse performance with $r_{incentive} = 0.412$ and p value = 0.000, meaning that with incentives given to nurses, nurse performance will be better.
- There is a correlation between work experience and nurse performance with $r_{work\ period} = 0.401$ and p value = 0.000, meaning that the higher the nurse's work experience, the more satisfactory the nurse's performance will be.

g. Of all the variables, the workload variable is the variable that has the most influence on nurse performance with an F value = 0.403 ($F > 0.005$) with a 2-tailed sign = 0.001 (P value < 0.005). So it can be concluded that workload 2. has a significant influence on nurse performance.

Recommendation

a. For nursing education

It is hoped that the results of this research can provide additional information 3. and input for nursing education, especially nursing management, so that material emphasis needs to be placed on the factors that influence the performance of nurses in hospitals.

b. For nursing services

From the research results, it was found that workload was one of the factors that had the most influence on nurse performance. It is 4. hoped that this research can be an input for hospitals in considering the needs of nurses so that nurse performance becomes better, especially in service units.

c. For further nursing research

This research can be used as a basis for developing further research regarding factors that influence nurses' workload. For further 5. research, this phenomenon needs to be researched again because this phenomenon has been widely studied but there is no significant solution to reduce the factors that influence nurse performance by using a larger number of respondents to obtain data variations.

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