

Analysis of Factors Related to Nurse Performance in Inpatient Wards Citra Medika General Hospital

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ABSTRACT

A hospital is a health service organization that is very important for the community. One of the most important resources in determining the success of hospital services is the health workforce. Nurses are one of the professional health workers who provide nursing care to patients whose performance greatly affects the quality of services provided. The performance of a health worker is greatly influenced by several factors that influence a person to continue to improve, direct and maintain their behavior both directly and indirectly with the work environment. Purpose: This study aims to analyze factors related to nurse performance. Method: This research method is quantitative with The analytical survey research design uses a cross-sectional approach, namely research that tries to explore how and why the phenomenon occurs and then carries out a dynamic analysis of the correlation between the phenomena, both between the independent variables and the dependent variables., the population was 53 nurses in the inpatient room and the sample used was a total sampling of 53 nurses in the inpatient room. The data collection technique used a measuring instrument in the form of a questionnaire. Results: The results of the study showed that the variables of job promotion with a p value (0.033), the work itself with a p value (0.030) and awards with a p value (0.005) had a relationship with nurse performance because the value $p \text{ value} < 0.05$. Conclusion: Promotion, the work itself, and rewards are related to nurse performance at Citra Medika Hospital.

Keywords: Nurse Performance, Inpatient, Hospital

INTRODUCTION

According to Law No. 44 of 2009 concerning hospitals, hospitals are health service institutions for the community with their own characteristics influenced by the development of health science, technological progress, and the socio-economic life of the community which must continue to be able to improve services that are of higher quality and affordable to the community in order to realize the highest level of health. Hospitals are organized based on Pancasila and are based on the values of humanity, ethics and professionalism, benefits, justice, equal rights and anti-discrimination, equality, protection and safety of patients, and have a social function.(1)One of the professions that plays an important role in hospitals is nursing.

Hospitals are healthcare facilities for the community and have unique characteristics influenced by developments in health science, technological advancements, and the socio-economic life of the community to improve services with higher quality and more affordable prices to achieve a good level of health. The performance of a healthcare worker is greatly influenced by work motivation, work motivation here is a condition or situation that influences a person to continue to improve, direct, and maintain their behavior both directly and indirectly with their work environment. Nursing services in hospitals are a determining factor for the quality of service and the image of the hospital in the eyes of the community. The increasing public demand for quality healthcare services requires nurses to have high work motivation so they can improve their performance optimally.

Nursing is a profession that plays an important role in hospitals. Nurses are professionals who have good intellectual, technical, interpersonal, moral abilities, and are responsible and authorized to carry out nursing care. Nurses must have the knowledge, skills, and authority to provide services to others based on their knowledge and skills, within the scope of their authority. A nurse is someone who has graduated from nursing education who plays a role in caring for, helping and protecting someone due to illness. A nurse must have the knowledge, skills, and authority to provide nursing care to others based on the knowledge and skills they have within the limits of their authority.(2)

As a nurse, you must provide nursing care to patients based on the nursing care standards established by the Indonesian Ministry of Health, which include assessment, diagnosis, planning, implementation, and evaluation. In addition to providing care, nurses also play a

role in assisting patients and families by providing various information regarding nursing care services, especially in making decisions regarding the nursing actions provided and maintaining patient rights, including the right to receive the best possible nursing care, the right to information about their illness, the right to privacy, and the right to receive compensation for negligence committed by nurses in providing nursing care to patients. In addition, as a nurse, you must be able to understand the problems faced by patients. For this reason, a nurse needs the ability to care for others, intellectual, technical, and interpersonal skills, which are reflected in caring behavior. Caring is an attitude of caring, respecting, and appreciating others, meaning paying attention and learning about someone's preferences and how someone thinks and acts. Providing simple care is not only an emotional feeling or simple behavior, because caring is a concern for achieving better care, caring behavior aims and functions to build social structures, life views, and cultural values of each different person in a place.(2)

Performance is a translation of performance, meaning the results of a worker's work, a management process, or an organization as a whole. These results must be demonstrated concretely and measurably (compared to predetermined standards). Performance can also be defined as the quality and quantity of work achieved by a worker in carrying out their duties in accordance with their assigned responsibilities. Nurse performance is a critical issue in healthcare organizations.(3)The performance of a health worker is greatly influenced by work motivation. Work motivation here is a condition or circumstance that influences a person to continuously improve, direct, and maintain their behavior, both directly and indirectly, with their work environment. Based on the theory put forward by Frederick Herzberg, there are two factors that encourage employee motivation in work, namely intrinsic factors and extrinsic factors. Intrinsic motivation is a driving force that arises from within the worker, such as recognition, responsibility, achievement, the work itself, and work promotions. Extrinsic motivation is a driving force that comes from outside the worker, such as salary, job security, working conditions, status, and work relationships.(4)

General Hospital (Citra Medika General Hospital) Providing affordable healthcare services for all levels of society and supporting government programs to improve public health, thereby achieving healthy and prosperous families. Citra Medika Hospital is a private hospital with a middle-to-upper clientele, requiring nurses with excellent track records and excellent performance to meet all work environments and patient demands. The health services

provided by Citra Medika Hospital include Emergency Installation, Outpatient Installation, Inpatient Installation, Intensive Care Installation, Obstetrics and Gynecology Installation, Perinatology Installation, Central Surgery Installation, Radiology Installation, Laboratory Installation, Pharmacy Installation, Nutrition Installation, Medical Records Installation, Sanitation Installation, Laundry, Hospital Facilities Maintenance Installation (IPSRs), Ambulance, Mortuary, Waste Treatment Installation and Registration Counter.

Based on the initial survey conducted by researchers by interviewing 10 nurses, where 1 nurse said that there was no appreciation for work achievements, 3 nurses complained about the high workload due to the large number of patients that had to be handled compared to nurses working in one shift, and 2 nurses said that the decline in performance was caused by a decrease in the level of nurse satisfaction with the results of their work in providing services to patients, 2 nurses also said that the facilities did not support the smooth running of work, and 2 nurses said that the motivation from their superiors was very good.

METHODS

This research is a quantitative research using a research design *cross sectional*. This study aims to identify and analyze factors related to nurse performance in the inpatient ward at Citra Medika Hospital. The population of this study was 53 inpatient nurses working at Citra Medika Hospital. The sample is the object of research and is considered representative of the entire population. The sample in this study was 53 nurses. The sampling used in this study was the total population of 53 nurses. The data sources used were primary, secondary, and tertiary data. The techniques/instruments in this study were interviews, observations, and questionnaires.

This research was analyzed using univariate and bivariate data analysis. Univariate analysis aims to explain or describe the characteristics of each research variable, while bivariate analysis aims to analyze variables suspected of being related or correlated.

RESULT

Table 1. Frequency Distribution of Factors Related to Nurse Performance in the Inpatient Ward of Citra Medika Hospital.

Variables	Frequency (f)	Percentage (%)
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Job promotion		
Tall	32	60.4
Low	21	39.6
Total	53	100
The work itself		
Good	39	73.6
Not good	14	26.4
Total	53	100
Award		
Tall	30	56.6
Low	23	43.4
Total	53	100

Based on the table above, it can be seen that the results of nurses' answers regarding the work promotion variable, most nurses are categorized as having high work promotion as many as 32 respondents (60.4) and with a low category as many as 21 respondents (39.6). Based on the work variable itself, most nurses are categorized as having good work itself as many as 39 respondents (73.6) and with a less good category as many as 14 respondents (26.4). Based on the award variable, most nurses are categorized as having high appreciation as many as 30 respondents (56.6) and with a low category as many as 23 respondents (43.4).

Table 2. Cross-tabulation between Job Promotion and Nurse Performance in Inpatient Wards at Citra Medika Hospital in 2024.

No	Job Promotion	Nurse Performance				Total		Sig -p
		Good		Not good				
		n	%	n	%	n	%	
1	Tall	17	32.1	15	28.3	32	60.4	0.033
2	Low	5	9.4	16	30.2	21	39.6	
Total		22	41.5	31	58.5	53	100	

Based on the table aboveThe cross-tabulation results show that 32 nurses had high job promotions, the majority of whom had good performance (17 people) (32.1%), and 15 nurses (28.3%) had poor performance. Meanwhile, 21 nurses had low appreciation, the majority of whom had poor performance (16 people) (30.2%), and 5 nurses (9.4%) had good performance. Based on the results of the chi-square statistical test, the p value obtained was 0.004 and because of the value of p value ($0.033 < 0.05$), so there is a relationship between job promotion and nurse performance.

Table 3. Cross-tabulation between the Job Itself and Nurse Performance in the Inpatient Ward at Citra Medika Hospital in 2024.

No	The work itself	Nurse Performance				Total		Sig -p
		Good		Not good				
		n	%	n	%	n	%	
1	Good	14	26.4	30	56.6	44	83.0	0.030
2	Not good	6	11.3	3	5.7	9	17.0	
Total		20	37.7	33	62.3	53	100	

Based on the table aboveThe cross-tabulation results show that 44 nurses have good performance in their own jobs, the majority of whom have poor performance (30 people) (56.6%), and 14 have good performance (26.4%). Meanwhile, 9 nurses have poor performance in their own jobs, the majority of whom have good performance (6 people) (11.3%), and the rest have poor performance (3 people) (5.7%). Based on the results of the chi-square statistical test, the p value obtained is 0.030 and because the p value is < 0.05 , there is a relationship between the work itself and the nurse's performance.

Table 4. Cross-tabulation between Awards and Nurse Performance in Inpatient Wards at Citra Medika Hospital in 2024.

		Nurse Performance				Total		
No	Award	Good		Not good				Sig -p
		n	%	n	%	n	%	
1	Tall	13	24.5	22	41.5	35	66.0	0.005
2	Low	12	22.7	6	11.3	18	34.0	

Total	25	47.2	28	52.8	53	100
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Based on the table above The results of the cross tabulation show that 35 nurses have high appreciation, the majority of whom have poor performance, 22 people (41.5%) and those who had good performance were 13 people (24.5%). Meanwhile, nurses who had low appreciation were 18 people, the majority of whom had good performance, as many as 12 people (22.7%), and the rest had poor performance, as many as 6 people (11.3%). Based on the results of statistical tests *chi-square* obtained p value of 0.005 and because the p value < 0.05 , it shows that there is a relationship between awards and nurse performance.

DISCUSSION

The Relationship Between Job Promotion and Nurse Performance in the Inpatient Ward at Citra Medika Hospital.

From the research results, it is known that job promotion has a significant relationship with the performance of nurses in the inpatient ward of Citra Medika Hospital ($p=0.033$). The results of this study are in line with research conducted by Yohana Novitasari Sutrisno, in 2017 on Factors Related to the Performance of Inpatient Nurses at Semarang City Hospital, which showed that there was a relationship between job promotion and nurse performance. with $sig-p0.025 < 0.05$. (12)

A job promotion is the transfer of an employee from one position or title to a higher one with greater pay, benefits, responsibilities, and opportunities. Promotion opportunities typically arise when an organization expands its operations or when an employee reaches retirement age or resigns. However, some employees are promoted to positions based on their special abilities. Therefore, the more appropriate the job promotion, the more likely it is that employee performance will improve. (13)

According to the researcher's assumption, if workers have the opportunity to advance their position or career, they will remain in their workplace. Conversely, if workers tend to have a stalled career or no promotion, they will consider leaving or looking for work elsewhere that could improve their career in the hope of getting more decent or adequate facilities, benefits, or salary. In addition, the special abilities of nurses are also a benchmark for getting a job promotion. These special abilities include being able to check vital signs, perform CPR (Cardiopulmonary Resuscitation) in emergency situations, properly insert IVs and catheters, record patient data and medications, and have in-depth knowledge of medical procedures.

ConnectionThe Job Itself and the Performance of Nurses in the Inpatient Ward at Citra Medika Hospital

From the research results, it is known that the work itself has a significant relationship with the performance of nurses in inpatient rooms.Citra Medika Hospital ($p=0.030$).The results of this study are in line with research conducted by Yunita Dwi Anggreini in 2019 on the Analysis of Factors Influencing Nurse Performance at Yarsi General Hospital, Pontianak, which shows that there is a meaningful relationship between the work variables themselves and nurse performance, with the obtained values $sig-p0.008 < 0.05$.(10)

The job itself is a task performed by each employee to fulfill their obligations as a member of an organization or agency. This job requires specific skills specific to their respective fields. The difficulty of the job, and a person's perception of the need for their skills to perform the job will either enhance or diminish their performance.So if someone likes their job and is supported by good skills, the employee's performance will increase.(11)

According to the researcher's assumption, the work variable itself has a relationship with nurse performance, this will make nurses aware of how important the work they do and develop skills in their work, and can be a benchmark for whether the nurse is satisfied or not with the work they have done. For this reason, there needs to be an improvement in nurse skills, one of which is that the agency can include nurses in training that is appropriate to their respective fields, and nurses must also be able to motivate themselves to continue learning about the development of health sciences that are increasingly developing.

The relationship between rewards and nurse performance in the inpatient ward of Citra Medika Hospital.

From the research results, it is known that awards have a significant relationship with the performance of nurses in inpatient rooms.Citra Medika Hospital ($p=0.005$). The results of this study are in line withconducted by Alpan Habibi, in 2020, regarding the Relationship between Rewards and Nurse Performance at Dr. Sitanala Hospital, which showed that rewards had a relationship with nurse performance at Dr. Sitanala Hospital, with the obtained values $sig-p 0.020 < 0.05$.(6)

Awards are recognition of employee work achievements/Praise and attention for successful task execution and achievements in the form of job promotions, opportunities for self-development, and signs of commitment and loyalty. One factor influencing rewards is

employee performance; therefore, if employee performance is good, the level of rewards will be higher.(7)

According to the researcher's assumption, giving awards based on the performance that has been carried out by nurses has a positive impact on nurse behavior, and can also create job satisfaction for nurses. There needs to be an increase in high awards to achieve good performance including attention to the assessment of promotions, as well as salary increases, so that nurses are able to motivate themselves to get awards in working according to the schedule and guidelines that have been made, and the results of nurses' work must continue to be noticed by hospital management.

CONCLUSION

The conclusions from the results of this study are as follows:

1. There is a relationship between job promotion and nurse performance in the inpatient ward of Citra Medika Hospital. Based on the results of the chi-square statistical test, the p value obtained is $0.033 < 0.05$), meaning that the higher the job promotion a nurse has, the higher the performance produced.
2. There is a relationship between the work itself and the performance of nurses in the inpatient ward at Citra Medika Hospital. Based on the results of the chi-square statistical test, the p value obtained was $0.030 < 0.05$), meaning that the better the work done by nurses, the better the resulting performance.
3. There is a relationship between awards and the performance of nurses in the inpatient ward of Citra Medika Hospital, based on the results of the chi-square statistical test, the p value obtained was $0.005 < 0.05$), meaning that the higher the award the nurse has, the higher the performance produced.

LIMITATIONS

The limitations of the research are in the form of obstacles found, namely the limited time of the informant to provide the necessary information and data due to the busyness of the informant who also has work responsibilities.

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