

The Influence of Nurse Resource Aspects on Performance Nurse at Tenriawaru Hospital Bone District

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ABSTRACT

The human resources who interact most directly with patients are nurses. Low performance of nurses in an organization can cause obstacles to an organization in achieving its goals. This study aims to determine the influence of aspects of nursing resources on nurse performance at Tenriawaru Hospital, Bone Regency. This type of research is quantitative research with a cross sectional study approach. The sample for this research was nurses who work as nurses, namely 94 nurses. Data collection uses a questionnaire. Processing uses the chi square test and logistic regression test. Based on the research results, it shows that competence has a significant influence on nurse performance with a value of $p=0.00<0.05$, motivation does not have a significant influence on nurse performance with a value of $p=0.059\geq 0.05$, loyalty has a significant influence on nurse performance with a value of $p=0.00<0.05$. Work discipline has a significant influence on nurse performance, p value = $0.00 < 0.05$. and rewards have a significant influence on nurse performance, p value = $0.00 < 0.05$.

Keywords: Performance, Nurses resource, Influence, Hospital.

INTRODUCTION

Organizations need high-performing workers to achieve their goals and gain a competitive advantage in today's highly competitive business environment. The health industry has also been similarly impacted by Era 4.0, where consumers are demanding more health services in terms of quantity and quality¹. An organization that is able to survive in business competition is an organization that has human resources who have a good work ethic². As a country that has a large population, health is the main element in every person's life to support activities³.

According to Atmaji, the progress of an organization cannot be separated from the existence and influence of human resources (HR) within it. HR is the main motor of the organization in carrying out all its activities in an effort to achieve goals⁴. Therefore, any company must support employee career motivation to increase job success and reduce waste of resources⁵.

Health care systems must balance competing goals to improve public health⁶. Health advances encourage people to obtain quality services⁷. Health human resources (HR) are health workers (including strategic health workers) and health support/support personnel who are involved and work and dedicate themselves to health efforts and management⁸.

Nurses are the most important resource in running health services in hospitals^{7, 8, 9, 10}. Nurses make up the majority of the health care workforce and treat patients more often than any other discipline. They are the ones who have the most frequent and direct contact with clients¹³. According to data from the Ministry of Health (Kemenkes) of the Republic of Indonesia in 2023, it shows that the number of Health Resources (SDKM) in hospitals in

Indonesia is 817,145, of which the largest number of health workers are nurses at 533,796 nurses (65.3%). Health workers are expected to be able to overcome all performance problems¹⁴. Performance assessment is a necessary process in healthcare organizations to ensure that service quality is met¹⁵.

Based on data from the medical records installation at Tenriawaru Regional Hospital, the number of inpatients in 2021 will be 12,730 patients, in 2022 there will be 18,374 patients, and in 2023 there will be 21,210 patients. This shows that the number of patients in 2022 will increase very rapidly so it is hoped that the service obtained will also be better, but the results of the community satisfaction survey in 2022 got an average score of 84.32 (Good) and in 2023 it was 83.393 (Good), Even though it is still in the good category, the results have decreased.

The results of observations related to the completeness of nursing care data at Tenriawaru Regional Hospital carried out on November 7 2023 showed that the data was still lacking or not yet at the standard set by the Director General of Medical Services, namely at least 80%¹⁶. In fact, the information obtained contained nursing care data that was not filled in at all. by the nurse.

As well as an exploratory study that was carried out by the author in one of the inpatient rooms at Tenriawaru Regional Hospital, there was a problem with slow service in changing patients' IV fluids so they were considered undisciplined and irresponsible in their duties. The results of research conducted by show that there is indeed an influence of competence, motivation, loyalty, work discipline and rewards on nurse performance. There are so many problems that researchers are interested in seeing whether there is an influence of Competency, Motivation, Loyalty, Work Discipline and Nurse Rewards on performance at Tenriawaru Bone Hospital.

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MATERIALS AND METHOD

This research is quantitative research using a cross sectional study approach. The sample in this study was 94 nurses at the Tenriawaru Regional General Hospital, Bone Regency, who were obtained using the exhaustive sampling method. Data collection uses a questionnaire instrument. Data processing uses the SPSS application with data analysis using univariate, bivariate with chi square tests and multivariate with multiple logistic regression tests. This research has received ethical approval Number: 198/UN4.14.1/TP.01.02/2024.

RESULTS

Respondent characteristics include gender, length of work, and employment status of respondents can be seen in the following table.

Table 1 shows that the majority of research respondents were female, namely 85 nurses (90.4%). Based on length of work, more nurses worked ≥ 2 years, namely 83 nurses (88.3%). Meanwhile, employment status is dominated by honorary workers, namely 54 nurses (57.4%).

Table 2 shows that the majority of nurses have high competency (71.3%). The motivation of nurses in carrying out nursing care is mostly in the high category (76.6%), the loyalty of nurses is in the high category, namely (76.7%). Nurses' work discipline in providing nursing care is also in the high category (75.6%) while nurses' compensation is also still in the high category (61.7) and completeness of nursing care data by looking at nursing care documents gets the good performance category (74.5%).

Table 3 shows that the results of bivariate statistical tests show that the competency variable has a value of $p = 0.00 < 0.05$, the motivation variable has a value of $p = 0.059 > 0.05$, the loyalty variable has a value of $p = 0.00 < 0.05$, work discipline variable with a value of $p = 0.00 < 0.05$, reward variable with a value of $p = 0.00 < 0.05$. This results in that there is an influence of competence, loyalty, work discipline, and rewards on the performance of nurses at RSUD Tenriawaru, Bone Regency, and there is no influence of motivation on the performance of nurses at RSUD Tenriawaru, Kab.Bone.

Table 4 shows that the competency variable is statistically significant at $p < 0.05$. This means that the competency variable has the most influence on nurse performance, seen from the $\exp \beta$ value of competency which is greater than the other three variables, namely loyalty, work discipline and rewards.

DISCUSSION

The Influence of Competency on Nurse Performance

Competency is a person's knowledge, skills and abilities needed to perform. Competence is very necessary to provide high quality services that guarantee patient safety¹⁷.

The results of this study show that there is a significant influence between competency and the performance of nurses at Tenriawaru

Table 1. Distribution based on respondent characteristics at Tenriawaru Hospital, Bone Regency in 2024.

Characteristics	Number (n=94)	(%)
Sex		
Female	85	90.4
Male	9	9.6
Work duration		
< 2 year	11	11.7
≥ 2 year	83	88.3
ASN status		
ASN	40	42.6
Honorer	54	57.4
Total	94	100.0

Table 2. Distribution of Respondents Based on the Variables studied in Tenriawaru Regional Hospital, Bone Regency in 2024.

Variables	Number (n = 94)	(%)
Competency		
High	67	71.3
low	27	28.7
Motivation		
High	72	76.7
low	22	23.4
Loyalty		
High	72	76.7
Low	22	23.4
Work Discipline		
High	71	75.5
Low	23	24.5
Rewards		
High	58	61.7
Low	36	38.8
Nurse performance		
Good	70	74.5
Not good	24	25.5
Total	94	100

Table 3. Bivariate Analysis of Determinants of Nurse Performance in Tenriawaru Regional Hospital, Bone Regency in 2024.

Variable (Competency, motivation, loyalty, work discipline, rewards)	Nurse performance				Total		P value
	Good		Not good		N	%	
	N	%	n	%			
High	63	94.0	4	6.0	67	100	0.000
Low	7	25.9	20	74.1	27	100	
High	57	79.2	15	20.8	72	100	0.059
Low	13	51.9	9	40.9	22	100	
High	62	86.1	10	13.9	72	100	0.000
Low	8	36.4	14	63.6	22	100	
High	61	85.9	10	14.1	71	100	0.000
Low	9	39.1	14	60.9	23	100	
High	51	87.9	7	12.1	58	100	0.000
Low	19	52.8	17	47.2	36	100	

Table 4. Simple Logistic Regression Multivariate Analysis that Has the Most Influence on Nurse Performance at Tenriawaru Regional Hospital, Bone Regency in 2024.

Variable	B	S.E	Wald	Df	Sig.	Exp (B)
Competency	3.515	753	21.766	1	000	33.610
Loyalty	1.042	1.095	960	1	342	2.834
Work discipline	-633	1.384	209	1	647	531
Rewards	1.523	1.030	2.194	1	139	4.599

Hospital, Bone Regency. This is indicated by the p value = $0.00 < 0.05$, which means H_0 (Null Hypothesis) is rejected. The results of the influence of competence on nurse performance show that 70 nurses (74.5%) have good performance, of which 63 people (94.0%) have high competence and 7 nurses (25.9%) have low competence. Meanwhile, 24 nurses (25.5%) had poor performance, of which 4 nurses (6.0%) had high competence and 20 nurses (74.1%) had low competence.

It is known that 70 nurses have good performance, there are 63 nurses who have high competence and of the 24 nurses who have poor performance there are 20 nurses who have low competence. This proves that the higher the competency or knowledge of a nurse, the better the performance. Because nurses who have good performance will understand more about the nursing care process. According to Wang,

good nursing performance can be obtained by providing nursing knowledge¹⁸. The quality of human resource competence is the main key that must be considered with all needs. As the main key, human resources will determine the success of implementing organizational activities¹⁹.

This is in line with Oktarina's research which shows that there is a positive and significant influence of nurse competence on the performance of nurses in the Ganesha RSU inpatient room, with a contribution of 58.2 percent. The results of the research provide the meaning that the higher the competency of the nurses, the higher the performance of the nurses at RSU Ganesha. 20. Similar to research studies, there is an influence of competence on the performance of nurses in RSJ Bali Province. The results show that the competency variable has an important and positive role in nurse performance. It can be stated that competency plays a role in improving nurse performance^{21, 22, 23}.

The Influence of Motivation on Nurse Performance

Motivation according to basalamah is everything that encourages someone to do something²⁴. The results of this study show that there is no significant influence between motivation and nurse performance at Tenriawaru Hospital, Bone Regency. This is indicated by $p = 0.059 > 0.05$, which means H_0 (Null Hypothesis) is accepted. The results of no influence of motivation on nurse performance show that 70 nurses (74.5%) have good performance, of which 57 nurses (79.2%) have high motivation and 13 nurses (51.9%) have low competence. Meanwhile, 24 nurses (25.5%) had poor performance, of which 15 nurses (20.8%) had high motivation and 9 nurses (40.9%) had low motivation.

In this study there were 24 nurses who had poor performance but 15 of them had high motivation, this shows that even though nurses have high motivation, it does not guarantee that they will provide good performance. This research is in line with the results of research analysis²⁵ that the motivation of nurses is very high and has a correlation with nurse performance but does not have a significant influence on their performance. This is possibly due to the nature of the mother instinct that nurses already possess so that nurses continue to work wholeheartedly without looking at other factors.

This research is not in line with Adisthy's research where based on the results of the multiple logistic test the variable motivation has $\text{Sig} (0.000) < \alpha (0.05)$, so there is a significant influence between the independent variable (motivation) on the dependent variable (nurse performance) in General Hospitals Mitra Medika²⁶. Basalamah research also shows that the statistical test obtained shows that the r value = 0.490 and the p value = 0.000. Based on the results of these statistical tests, it can be concluded that H_0 was rejected and H_a was accepted, in other words a significant influence was found between the influence of work motivation on the performance of nurses at RSUD Makassar City²⁴. Meanwhile, Hakman also showed that the variable that had the most influence on nurse performance was work motivation with a value of $\text{Exp} (B) = 3,447$. In this study, the R^2 value was also obtained at 19.8%²⁷.

The Effect of Loyalty on Nurse Performance

One of the factors that influence performance is work loyalty⁹. Loyalty is a factor that influences performance. So that organizational goals can be achieved quickly. Loyalty is not just physical loyalty or existence within the organization, but includes thoughts, attention, ideas and dedication that are fully devoted to the hospital to achieve the goals it wants to achieve. Nurses who have high loyalty will be willing to contribute their energy in any form to achieve the goals of the hospital so that nurse performance can also increase.

The results of this study show that there is a significant influence between loyalty and the performance of nurses at Tenriawaru Hospital,

Bone Regency. This is shown by the value of $p = 0.00 < 0.05$, which means H_0 (Null Hypothesis) is rejected. The results of the influence of loyalty on nurse performance show that 70 nurses (74.5%) have good performance, of which 62 nurses (86.1%) have high loyalty and 8 nurses (36.4%) have low loyalty. Meanwhile, 24 nurses (25.5%) had poor performance, of which 10 nurses (13.9%) had high loyalty and 14 nurses (63.3%) had low loyalty. This research shows that the higher the nurse's loyalty, the higher the performance produced, and vice versa, the lower the nurse's loyalty, the less good the performance provided.

This research is in line with the research of Yuniyara, et. al with the results of statistical tests, it was found that the value of P value = 0.010 means p value $< (0.05)$ so it can be concluded that there is an influence of work loyalty on the performance of nurses at RSAL Dr. 3.2 times experiencing poor performance compared to good loyalty²⁸. In line with research conducted by Dwi, the loyalty variable has an effect on employee performance as proven by the results of the chi-square test which shows a p -value of less than 0.05, so H_0 is rejected. The results of this research are in line with the theory which states that if employees have high loyalty then the continuity of employee performance can be more guaranteed from time to time²⁹.

However, this is not in line with research conducted by Sudarta which showed that there was no influence between loyalty and nurse performance in nursing care in private hospitals in Yogyakarta. The resulting significance value is not significant at the error level, where loyalty focuses on employee loyalty to the institution, but is unable to support performance, meaning that a nurse's performance is not enough with an employee's loyal attitude but must be balanced with the ability or skills of the nurse³⁰.

The influence of work discipline on nurse performance

Work discipline is a standard rule in an organization to be obeyed by all components involved in it and is very important for the growth of the organization. Good discipline reflects a person's sense of responsibility for the tasks assigned to him.

The results of this research show that there is a significant influence between work discipline and the performance of nurses at Tenriawaru Hospital, Bone Regency. This is shown by the value of $p = 0.00 < 0.05$, which means H_0 (Null Hypothesis) is rejected. The results of the influence of work discipline on nurse performance show that 70 nurses (74.5%) have good performance, of which 61 nurses (85.9%) have high work discipline and 9 nurses (39.1%) have low work discipline. Meanwhile, 24 nurses (25.5%) had poor performance, of which 10 nurses (14.1%) had high work discipline and 14 nurses (60.9%) had low work discipline.

The statement above shows that nurses who have poor performance are 24 people, of which 14 people have low work discipline, which means that nurses' lack of discipline can influence nurses' non-compliance in completing nursing care. Likewise, there are 70 people who have good performance, of which 61 people have high work discipline. The more disciplined nurses are in their work, the higher their performance will be.

In line with the research conducted by Rima, namely, based on the results of the tests that have been carried out, it is known that the results of the partial test (t test) work discipline variables have a positive effect on nurse performance. This means that partially the work discipline variable has a significant effect on the performance of nurses at RSIA Tiara Fatrin Palembang³¹.

Work discipline has a positive effect on the performance variables of Bangkinang Regional Hospital nurses. A person's performance cannot be separated from his discipline. A person with discipline will work optimally if he is willing to obey the rules that have been set. Good

discipline reflects a person's sense of responsibility for the tasks assigned to him ³².

The research results are not in line with Yaqin's research where negative work discipline has no effect on employee performance if the t-number is less than ttable and the significant value is more than 0.05. This means that the results of empirical data testing prove that work discipline has an insignificant negative effect on the performance of NU Jombang Hospital employees (Case Study of Nursing Medical Personnel), so the first hypothesis is rejected ³³.

The Effect of Rewards on Nurse Performance

Rewards or Compensation is also a fair reward given by nurses, both directly and indirectly, financially and non-financially, to nurses for their contribution to achieving organizational goals, so that providing compensation is really needed by the company and to improve the performance of its nurses. Compensation is an important factor in attracting, retaining and retaining nurses to continue working ³⁴.

The results of this study show that there is a significant influence between rewards and the performance of nurses at Tenriawaru Hospital, Bone Regency. This is shown by the value of $p = 0.00 < 0.05$, which means H_0 (Null Hypothesis) is rejected. The results of the influence of rewards on nurse performance show that 70 nurses (74.5%) have good performance, of which 51 nurses (87.9%) have high rewards and 19 nurses (52.8%) have low rewards. Meanwhile, 24 nurses (25.5%) had poor performance, of which 7 nurses (12.1%) had high rewards and 17 nurses (47.2%) had low rewards.

In this study there were 51 nurses who had high rewards and provided good performance, therefore the more appropriate the rewards received by nurses, the more it encouraged them to provide good service. Based on the results of 35 studies, rewards have a positive and significant effect on the performance of nurses at the Bali Province Mental Hospital. This is shown by the regression coefficient value of the Reward variable which has a positive value of 0.533 and a significance of $0.000 < 0.05$. This result also means that the better the reward, the better the performance of nurses will be. The research results of Dewi, et. al shows that there is an influence of rewards on the performance of nurses at Sri Pamela Hospital with a sig of $0.004 < 0.05$. Rewards have a direct influence on nurse performance. In the researcher's opinion, the rewards for inpatient installation nurses at Sri Pamela Hospital are still in the sufficient category so they influence performance results. Rewards in the form of salaries, awards, compensation and incentives. Providing these rewards will increase nurses' interest in providing nursing care, including in terms of complete documentation of nursing care. So it is necessary to improve the provision rewards to nurses so that nurses are motivated in working so that productivity of each nurse increases^{34, 35- 42}.

CONCLUSION

1. There is an influence of competence on the performance of nurses at Tenriawaru Hospital, Bone Regency.
2. There is no influence of motivation on the performance of nurses at Tenriawaru Hospital, Bone Regency.
3. There is an influence of loyalty on the performance of nurses at Tenriawaru Hospital, Bone Regency.
4. There is an influence of work discipline on the performance of nurses at Tenriawaru Hospital, Bone Regency.
5. There is an influence of rewards on the performance of nurses at Tenriawaru Hospital, Bone Regency.
6. The competency variable is the most influential variable in the performance of nurses at Tenriawaru Hospital, Bone Regency.

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