

# Improving The Nursing Performance At Hospital Through Factors Analysis

Wardatul Washilah, Soenamatalina Melani, Aziz Alimul Hidayat

**Abstract:** Hospital services are largely determined by the quality of nursing services. The quality of nursing services can be determined by the nurse performance. This study purpose was to examine the efforts to improve the nurse performances at RSUD dr. Moh. Saleh Probolinggo through factor analysis. This study used a cross sectional approach and SEM. Total sample of 169 nurses were selected by proportional random sampling technique. Data were collected by questionnaires and analyzed by PLS (partial least square). Based on statistical results, several strategic issues were selected for FGD material to generate recommendations. Research results show that individual factors consisted of good category ihsan (benevolent) behavior and good category loyalty; organizational factors consist of good category leadership and good category rewards; psychological factors consist of personality and motivation categories both. The dependent variable is Performance. The individual factors consist of behavioral and loyalty, organizational factors consisting of leadership and rewards. The psychological factors consist of personality and motivation. Hospitals should improve their behavior, loyalty, leadership, rewards, personality and motivation as an effort to improve nurse performance.

**Index Terms:** Effort, FGD, Individual, Nurse, Organizational, Performance, Psychological.

## 1. INTRODUCTION

THE Research on nurse performance shows results about 50%. It means that half of nurses are still not optimal to provide services to patients. This shows that performance is an important element to be considered by the leadership to make nursing services have high quality, especially at government hospitals. One of them is a hospital at Probolinggo district. The performance is affected by psychological and organizational variables. The psychological variable consist of perception, attitude, personality, learning and motivation, sub-variables. Organizational variable consist of resources, leadership, reward, structure and job design sub-variables (Gibson, 1997). There are 6 factors have a very strategic role to determine the performance, they are loyalty, behavioral behavior, personality, leadership and rewards (Preko, 2013) Based on above description, this study purpose is examine the efforts to improve the nurse performances at RSUD dr. Moh. Saleh Probolinggo through factor analysis and SEM.

## 2. METHODS

This study is a quantitative research method by using an explorative approach to explore the affecting factors of nurse performance using factor analysis. The research location is dr. Moh. Saleh Probolinggo. The samples are selected until saturation data could be obtained with predetermined inclusion and exclusion criteria. The inclusion criteria were nurses and the nurses had a work period of bulan6 months. Exclusion criteria were nurses on leave, nurses attending training and nurses who were on a study assignment outside the city during the study.

The 169 respondents are selected by a proportional random sampling. The samples are taken randomly in each room in hospital dr. Moh Saleh Probolinggo. Questionnaire is the instruments to collect the data. The common bias of questionnaire was verified to hospital nurses who were not research respondents. The data analysis uses Partial Least Square (PLS).

## 3. RESEARCH RESULTS

This study samples are 169 nurses who filled out the questionnaire. Most respondents have good leadership and performance. Adversely, most samples feel they are rewarded in low category. They have pretty good performance. Table 1 shows the factors analysis

**Table 1. Crosstab Results for Factor Analysis**

		Performance							
		Low	Enou gh	Good	Total				
		n	%	n	%	n	%		
<b>Individual Factors</b>	<b>Ihsan (benevolent) Behavior</b>								
	Low	0	0.0	1	10	0	0	12	10
	Enough	6	8.5	4	56.	2	35.	71	10
	God	0	0.0	2	33.	5	66.	86	10
			9	7	7	3	86	0	0
	<b>Loyalty</b>								
Enough	0	0.0	1	34.	2	65.	35	10	
		2	3	3	7	35	0	0	
Good	6	4.5	6	51.	5	44.	13	10	
		9	5	9	0	4	0	0	
<b>Organizational Factors</b>	<b>Leadership</b>								
	Enough	6	17.	1	54.	1	28.	35	10
			9	3	0	6	35	0	0
	Good	0	0.0	6	46.	7	53.	13	10
			2	3	2	7	4	0	0
	<b>Reward</b>								
Low	6	6.6	5	64.	2	28.	91	10	
		9	8	6	6	91	0	0	
Enough	0	0.0	9	25.	2	75.	36	10	
		0	0	7	0	36	0	0	

- Wardatul Washilah, Faculty of Nursing, Airlangga University, Surabaya 60115, Indonesia, e-mail: washilah11@gmail.com
- Soenamatalina Melani, Faculty of Public Health, Airlangga University, Surabaya 60115, Indonesia, e-mail: soenamatalina.m@fkm.unair.ac.id
- Aziz Alimul Hidayat, Nursing Department, University of Muhammadiyah Surabaya, Surabaya, Indonesia, 60176, Indonesia, e-mail: azizhidayat@yahoo.com

	Performance							
	Low		Enou gh		Good		Total	
	n	%	n	%	n	%	n	%
God	0	0.0	1	31.3	2	69.0	42	100
<b>Personality</b>								
Agreeablenes	0	0.0	1	50.0	1	50.0	2	100
Emotional stability	6	4.5	5	40.0	7	55.0	13	100
Conscientiousness	0	0.0	2	76.6	8	23.5	34	100
Openness to experience	0	0.0	1	100	0	0.0	1	100
<b>Motivasi</b>								
Cukup	5	25.0	1	70.0	1	50.0	20	100
Baik	1	0.7	6	45.7	8	54.4	14	100

The research model and SEM analysis results are shown in figure 1.

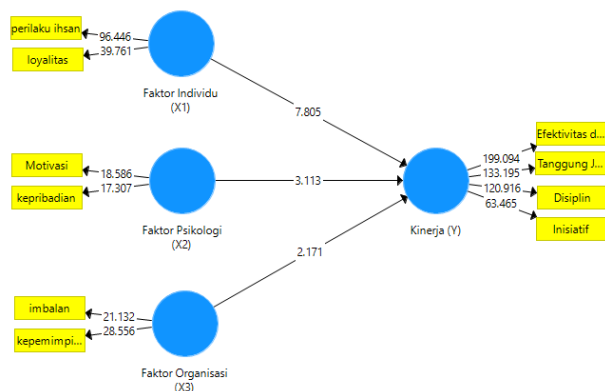


Fig. 1. SEM Analysis Results

Table 2. Hypotheses Test Results

Effect	Original Sample	T Statistics ( O/STDEV )	P Values	Description
Individual Factors (X1) → Performance (Y)	0.514	7.805	0.000	Significant
Psychological Factors → Factors (Y)	0.172	3.113	0.002	Significant
Organization Factors → Factors (Y)	0.182	2.171	0.030	Significant

3.1 Individual Factors for Performance

Figure 1 shows the test results for the effect of Individual Factor (X1) on Performance (Y). Table 2 shows that the value of T statistics is 7.805 with a p-value of 0.000. The test results show that the value of T statistics > 1.96 and p-value < 0.05. This means that Individual Factor (X1) has a positive and significant effect on Performance (Y). Therefore, the hypothesis 1 is accepted. The coefficient of 0.514 is positive, thus can be interpreted, the better the

Individual Factor (X1) which includes ihsan behavior and loyalty tends to increase performance (Y).

3.2 Psychological Factors on Performance

Figure 1 shows the effect of Psychological Factors (X2) on Performance (Y). Table 2 shows that the value of T statistics is 3.113 with a p-value of 0.000. The test results show that the value of T statistics > 1.96 and p-value < 0.05. This means that Psychological Factors (X2) has a positive and significant effect on Performance (Y). Thus hypothesis 2 is accepted. The coefficient of 0.172 is positive, thus can be interpreted that better the Psychological Factor (X2) which includes motivation and personality tends to increase performance (Y).

3.3 Organizational Factors on Performance

Table 2 shows that the value of T statistics is 2.171 with a p-value of 0.030. The test results show that the value of T statistics > 1.96 and p-value < 0.05. This means Organizational Factors (X3) has a positive and significant effect on Performance (Y). The coefficient of 0.182 is positive, thus can be interpreted, higher Organizational Factor (X3) which includes rewards and leadership tends to increase Performance (Y).

4. DISCUSSION

This study results are consistent with Karakas & Sarigollu (2013) that benevolent (in this study called ihsan behavior) is a change and positive behavior carried out in an organization. This statement was supported by Abbas (2017) that ihsan behavior can affect organizational performance. Kahn (1990) research results revealed that there are psychological conditions the condition of employees loyalty to an organization. These conditions are listed as meaningfulness, security and availability. This meaning defines how relevant the work to employees (Preko, 2013). Previous studies have shown that employee reward, employee satisfaction, employee behavior and leadership styles factors have a significant effect on employee performance (Setyawan, 2018). Many variables can be considered to affect group performance other than leadership. The leadership factor is needed to collaborate a work group (teamwork) to achieve an organizational goal. A very important factor is leadership to generate a good team. A leader is expected to play a role as a figure who moves his subordinates. A leader must rational, full of initiative and intelligence in decision making, capability in solving problems that can ultimately improve performance. A leader ability to improve the skills of his employees at the same time give motivation to his employees (Marpaung (2014) Compensation is part of human resource management function. Supriyatin (2013) explained that human resource management consist of planning, organizing, directing and controlling, developing, compensating, integrating, maintaining, and dismissing employees, for the realization of company, individual, employee and community goals. Compensation means the provision of additional benefits provided by companies to employees. The compensation is received directly or indirectly by employees in form of money, goods, or other facilities as the return for contributions made by employees to the company (Suwatno and Priansa, 2011). Research results shows compensation had a positive and significant effect on employee loyalty at

38.8%. It means that every 1 Rupiah change in direct compensation will cause a 38.8% change in employee loyalty. The result of personality factor shows that 78.1% of nurses have emotional stability personality, 17.7% have Conscientiousness, and 1% have agreeableness, 0.5% have Openness to experience and no one has extraversion personality. This shows that most nurses have a personality that able to withstand the stress. Emotionally, stable individuals tend to be calm when facing problems, confident, have a firm stand. This study results are also consistent with Gibson's theory that there are several factors to affect performance. They are psychological variable consists of perception, attitude, personality, learning and motivation sub-variables; organizational variables consists of resources, leadership, reward, structure and design work sub-variables (Gibson, 1987).

## 5. CONCLUSION

Nurse performance is affected by psychological and organizational factors.. Therefore that hospital managers should know the strengths and weaknesses of management in optimizing nurse performance improvement programs in order to improve the quality of hospital nursing services.

## 6 ETHICAL CLEARANCE

The present study was passed the ethical principal on ethics committee of Faculty of Nursing, Airlangga University with certificate number: 1809-KEPK.

Conflict of Interest

None declared

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