Factors Affecting the Performance of Inpatient Nurses at RSU Bina Kasih Medan in 2023

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ABSTRACT

Nurses are a key factor in improving the quality of services in hospitals because they have a vital role in providing care and support to patients. However, the assessment of nurses' performance showed that the results were not optimal, with achievement only reaching 47%. This can hurt the quality of hospital services. This study aims to identify and analyze factors that influence the performance of inpatient nurses at Bina Kasih Hospital, Medan. The research method used is cross-sectional with a quantitative approach. The sample consisted of 74 inpatient nurses selected using total sampling techniques. Data analysis was carried out through univariate, bivariate, and multivariate analysis using logistic regression tests. The results of the analysis show that workload, work stress, work environment, work intensity, and compensation have a significant effect on the performance of inpatient nurses at Bina Kasih Hospital, Medan (p < 0.05). The implication of this research is the importance of hospital management to pay attention to these factors to improve nurse performance and service quality in hospitals.

Keywords: Compensation, Nurses, Performance, Workload, Work Stress, Work Environment, Work Intensity

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INTRODUCTION

The hospital is one of the health service institutions that has a very broad and comprehensive function. In carrying out these functions, hospitals require sufficient resources, both capital resources and experienced and professional human resources. Among these human resources, nurses are one of the health workers who have an important role in providing nursing services in hospitals.

Nursing services provided by nurses cover various aspects, ranging from professional services to biological, psychological, social, and spiritual approaches to patients. Nurses also play a role in maintaining the quality of hospital services, which is often a benchmark by the community in assessing the quality of the hospital.

However, despite having a very important role, nurse performance appraisals often do not achieve optimal results. This can hurt the quality of hospital services. Therefore, this study aims to identify and analyze factors that affect the performance of inpatient nurses at RSU Bina Kasih Medan.

Some factors that can affect nurse performance include workload, work stress, work environment, work intensity, and compensation. These factors need to be considered by hospital management to improve nurse performance and service quality in the hospital.
This study used the sectional method with a quantitative approach. The study sample consisted of 74 inpatient nurses selected using the total sampling technique. Data analysis was performed through univariate, bivariate, and multivariate analysis using logistic regression tests.

The results of the analysis showed that workload, work stress, work environment, work intensity, and compensation had a significant effect on the performance of inpatient nurses at RSU Bina Kasih Medan. The implication of this study is the importance of hospital management to pay attention to these factors to improve nurse performance and service quality in hospitals.

It is hoped that the results of this study can provide useful input for hospital management in improving the quality of nursing services and the quality of hospital services.

RESEARCH METHOD

The research method used in this study is quantitative research with a cross-sectional approach. This study was conducted by measuring dependent variables (nurse performance) and independent variables (workload, work stress, work environment, incentives, and compensation) at one time.

The location of the research will be carried out at RSU Bina Kasih Medan in 2023, with the address Jl. Jendral Tahi Bonar Simatupang Kec. Medan Sunggal Kota Medan, North Sumatra 20127. Meanwhile, the research will be carried out from September to January 2024.

The population in this study was all inpatient nurses at RSU Bina Kasih Medan, totaling 74 people. The sample used was total sampling, which is the entire population (74 people) at RSU Bina Kasih Medan.

The data collection method uses primary data and secondary data. Primary data are obtained through questionnaires that include individual characteristics, workload, work stress, work environment, compensation, and incentives. Meanwhile, secondary data was obtained from Bina Kasih Medan General Hospital regarding the general description of the hospital and staffing data.

Validity tests are carried out to determine the extent to which the measuring instruments used are valid. Reliability tests are carried out to determine the consistency of the measuring instruments used. The results of the validity and reliability test show that the measuring instruments used are valid and reliable.

The variables of the study consisted of independent variables (workload, work stress, work environment, incentives, and compensation) and dependent variables (nurse performance). The operational definition of each variable has been described in detail in this study.

The data processing method is carried out with steps that include collecting, checking, coding, entering, and data processing. The data analysis method consists of univariate analysis, bivariate analysis, and multivariate analysis using the Pearson correlation test and linear regression.

RESEARCH RESULTS

Based on the results of research at Bina Kasih Medan General Hospital, several relevant findings were found related to respondent characteristics, workload, work stress, work environment, intensive, compensation, and nurse performance. Here are the findings:

1. Characteristics of Respondents: The majority of respondents were female (60.8%), aged 30-34 years (39.2%), educated in DIII (67.6%), married (60.8%), working for more than 5 years (39.2%), and having dependents (48.6%). The majority also get employment information from family (48.6%) and work as an executive nurse (90.5%).
2. Workload: Most respondents feel burdened by their jobs, such as overwork (74.3%) and pressure to make the right decisions (58.1%). Too high a workload can adversely affect nurse performance.
3. Work Stress: The majority of respondents do not feel stressed in their work (89.2%), however, some respondents experience stress that can affect their performance.
4. Work Environment: Most respondents (79.7%) feel that nursing management provides enough information before making important decisions. However, only 40.5% of respondents feel working as a team in their daily work.
5. Intensive: The majority of respondents (67.6%) feel that their work intensity is not appropriate, which can have an impact on their performance.
6. Compensation: The majority of respondents (81.1%) felt that they received health benefits by the provisions stipulated in the law, but only a small percentage felt that their compensation was by their performance.
7. Nurse Performance: Most respondents (64.9%) are performing well, but there is still a small percentage who are underperforming (35.1%)
From the results of bivariate analysis, a significant relationship was found between workload, work stress, work environment, intensive, compensation, and nurse performance. Workload, work stress, high intensity, poor work environment, and inappropriate compensation can hurt nurse performance. Therefore, there needs to be special attention from hospital management to improve the working conditions and welfare of nurses to improve their performance in providing excellent health services to the community.

**DISCUSSION**

The Effect of Workload on Nurse Performance at RSU Bina Kasih Medan

Based on the results of bivariate analysis, it was found that there was a significant influence between workload and nurse performance at RSU Bina Kasih Medan. A p-value of 0.000 indicates a strong relationship between workload and nurse performance. The higher the workload experienced by nurses, the nurse performance tends to decrease. These results are consistent with research by Manuho (37) and Ramli (38) which also found a negative relationship between workload and nurse performance in providing nursing care.

However, some studies contradict this result, such as research conducted by Mudayana (41) which states that workload does not affect employee performance at Nur Hidayah Hospital Bantul. However, keep in mind that each hospital has different contexts and conditions, so research results may vary.

The Effect of Work Stress on Nurse Performance at RSU Bina Kasih Medan

The results of the analysis showed that there was a significant influence between work stress and nurse performance at RSU Bina Kasih Medan. The higher the level of work stress experienced by nurses, the nurse's performance tends to decrease. The findings are consistent with previous research conducted by Riza, 26, and Nopa, 35, which also found a negative association between job stress and nurse performance.

However, some studies state different results, such as the study of Satria (42) which concluded that there was no relationship between work stress and nurse performance. This may be due to external and internal factors that influence the perception and response to work stress.

The Influence of the Work Environment on the Performance of Nurses at RSU Bina Kasih Medan

From the results of the analysis, it was found that the work environment had a significant influence on the performance of nurses at RSU Bina Kasih Medan. A good work environment will provide work motivation for nurses to complete their tasks well. This finding is consistent with Abdillah's research showing that the work environment affects nurses' job satisfaction, which ultimately affects nurses' performance.

Other research conducted by Rumoning also showed a relationship between the work environment and nurse performance. A good work environment will positively impact organizational commitment and nurse performance.

The Effect of Incentives on Nurse Performance at RSU Bina Kasih Medan

The results of the analysis showed that incentives had a significant influence on the performance of nurses at RSU Bina Kasih Medan. The higher the incentives received by nurses, the nurses' performance tends to increase. This finding is in line with research by Renyaan (42) and Kambey (43) which also found a positive relationship between incentives and employee performance.

However, research conducted by Royani (46) showed different results, where there was no relationship between the incentive system and nurse performance. This suggests that the effectiveness of incentives in improving nurse performance may be influenced by other factors such as a structured and clear reward system.

The Effect of Compensation on Nurse Performance at RSU Bina Kasih Medan

From the results of the study, it was found that compensation had a significant influence on the performance of nurses at RSU Bina Kasih Medan. Compensation that matches the contribution and performance of nurses will provide high work motivation. This finding is in line with Naibaho's research which shows that compensation has a positive effect on employee performance.

However, keep in mind that the effect of compensation on nurse performance can also be influenced by other factors such as work motivation and work environment. Therefore, there is a need for a comprehensive approach to improving nurse performance, which involves various interrelated factors.
CONCLUSION
Based on the research conducted, it can be concluded that there is a significant influence between workload, work stress, work environment, incentives, and compensation on the performance of nurses at RSU Bina Kasih Medan. The most dominant factor influencing nurse performance is the work environment.

Suggestion
1. For Bina Kasih Medan Hospital: RSU Bina Kasih Medan should prioritize the needs of nurses by providing better incentives according to the workload, improving the facilities needed, and providing appropriate training to improve the quality of health services.
2. For Nursing Services: It is important for nursing services at RSU Bina Kasih Medan to pay attention to the work environment that can affect nurses’ performance. This can be done by considering the nurse’s needs in the assignment and providing the necessary support.
3. For Further Research: Future research can expand this research by adding other variables and different research designs. Further research can be done with a larger number of samples to get more accurate and comprehensive results.

REFERENCES
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