

FACTORS RELATED TO NURSES' PERFORMANCE AT WEST TULANG BAWANG REGIONAL GENERAL HOSPITAL IN 2025

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ABSTRACT

Nurses' performance is a crucial indicator in ensuring the quality of healthcare services in hospitals. A preliminary survey at the Regional General Hospital (RSUD) of Tulang Bawang Barat showed that nurses' performance was 70% in 2022, increased to 80% in 2023, and declined to 60% in 2024. Therefore, this study was conducted to identify the factors associated with nurses' performance at RSUD Tulang Bawang Barat. This research used a quantitative approach with a cross-sectional method. The sample included all 55 nurses at RSUD Tulang Bawang Barat, selected using total sampling. The independent variables in this study were ability, skills, job design, rewards, and motivation, while the dependent variable was nurse performance. Data were collected using questionnaires and direct observation. Data analysis was carried out using univariate, bivariate, and multivariate tests. The results of the study showed a relationship between ability and nurse performance (fisher exact <0.001), skills and nurse performance (fisher exact <0.001), job design and nurse performance (fisher exact <0.001), rewards and nurse performance (fisher exact <0.001), and motivation and nurse performance (fisher exact <0.001). The most dominant factor influencing nurse performance was motivation with Prevalance Ratio (PR) 15,409 and fisher exact <0.001. The conclusion of this study is that there is a relationship between ability, skills, job design, motivation and rewards and the most dominant factor influencing nurse performance is motivation. Suggestions to the Regional General Hospital and related agencies, namely the West Tulang Bawang Health Office, are expected to improve the performance of nurses, namely Strengthening social relations by creating applications that can create effective communication between nurses and other nurses and medical personnel. Periodic training curriculum programs for nurses for continuous self-development. Combination of financial approaches and awarding committee forms for financial and non-financial incentive systems based on performance targets. Provide rest room facilities, lactation rooms and a supportive work environment as a form of appreciation for nurses.

Keywords: job design; motivation; nurse performance; rewards; skills

INTRODUCTION

Improving nurse performance in meeting Minimum Service Standards (SPM) can be achieved through the systematic implementation of Standard Operating Procedures (SOP) and work guidelines. One key effort is to establish clear SOPs that comply with applicable regulations, such as those stipulated in Minister of Health Regulation Number 129 of 2008 concerning minimum hospital service standards. These SOPs must be routinely disseminated to nurses for consistent implementation and periodically evaluated to ensure their compliance with developments in nursing science and technology (Indonesian Ministry of Health, 2008). Furthermore, improving nurse competency through training and continuing education is essential, such as conducting workshops, seminars, and certification to enhance clinical skills and understanding of applicable service standards (Nursalam, 2020). Performance monitoring and evaluation are also crucial in ensuring the implementation of nursing service standards. Nursing audits and Key Performance Indicators (KPI)-based assessments can be used to measure the effectiveness of nurse services. Furthermore, providing incentives and rewards for high-performing nurses can increase their motivation and job satisfaction, ultimately positively impacting the quality of patient care (Effendy,

2018). Regarding internal regulations, hospitals must develop evidence-based nursing practice guidelines to ensure that all nursing actions are carried out in accordance with applicable scientific standards. These guidelines must also address patient safety and effective coordination between healthcare professionals to ensure optimal care (Ministry of Health of the Republic of Indonesia, 2021).

Equally important, improving the work environment and nurse well-being is a priority. Balanced workload management, psychological support, and adequate work facilities can help nurses work more effectively and reduce the risk of burnout (International Council of Nurses, 2020). Finally, improved nurse performance can be achieved by strengthening a teamwork culture and effective communication among healthcare professionals. Strong collaboration between nurses, doctors, and other healthcare professionals will support better service coordination and reduce the risk of medical errors (World Health Organization, 2019). Therefore, solutions to improve nurse performance must include aspects of regulation, education, evaluation, workforce welfare, and strengthening a collaborative work culture to achieve optimal and quality health services.

METHOD

This study employed quantitative analysis. Total sampling was used, a sampling technique where the sample size is equal to the population. The sample size consisted of 55 respondents, using the following inclusion criteria: 1. willingness to participate and sign informed consent; 2. having an active certificate from the Ministry of Health of the Republic of Indonesia at the Tulang Bawang Barat Regional General Hospital (RSUD). The study was conducted in Tulang Bawang Barat Regency from March to Juni 2025. Data collection was conducted through in-depth interviews, observation, and document review. The instruments used in this study were interview guidelines, questionnaires, and checklists. This study also conducted validity tests, univariate, biavariate, and multivariate analyses.

RESULT AND DISCUSSION

The approach used in this study is a quantitative approach. Quantitative research is a study in which numbers are taken which will be subsequently analyzed. Quantitative research methods can be defined as research methods based on the philosophy of positivism, used to research on a specific population or sample. Sampling techniques are generally conducted randomly, data collection using research instruments, data analysis is quantitative/statistical in nature with the purpose of testing the established hypotheses (Sugiyono, 2019). In quantitative research the issues raised should be clear. After the problem is identified next the researcher formulates the problem, which for further will be answered with various theories. The design in quantitative research is specific, clear, detailed, steadily determined early on and becomes a step-by-step partner.”

“The type of study used in this study is a cross sectional study. The cross sectional study was chosen because it is aligned with the objective of this study which is to find out the factors that affect the performance of nurses in West Onion Bone Hospital. The population in this study was the nurses at West Onion Bone Hospital who numbered 55.”

The reason for taking total sampling is because according to Sugiyono (2007) the number of population that is less than 100 the whole population is used as the research sample all together. Thus, the total sample size in this study was 55 people. By using the following inclusion criteria: 1. Be willing to be a respondent and sign a consent inform.

2. Have an STR (Registration Certificate) from the Ministry of Health of the Republic of Indonesia that is still active.

Data Collection

To obtain the data needed for the research, the researcher used several data collection techniques. Data collection techniques are the researchers' methods for gathering data to obtain information that supports their research. The data collection techniques used in this study are:

1. Questionnaire

A questionnaire is a list of questions given to others, requiring them to respond according to the user's request. The purpose of distributing a questionnaire is to obtain comprehensive information regarding a problem from respondents. In this study, the questionnaire was used to determine the relationship between abilities, skills, job design, rewards, and motivation on nurse performance.

2. Interview

Interviews are primary data collection activities sourced directly from research respondents in the field. The interview method is a data collection technique used by researchers to obtain information verbally through direct, face-to-face conversations with the person providing the information being researched. Therefore, the interview method involves a conversation with the interviewer and the interviewee, who are the ones asking questions and answering the questions.

Analysis

According to Stephen P. Robins, ability is an individual's capacity to perform various tasks in a specific job. Table 11 shows that the majority of nurses at Tubaba Regional Hospital (43 respondents, 78.2%) have good skills in providing information about procedures to be performed on patients, while 12 (21.8%) nurses are considered less capable in providing information about procedures to be performed on patients.

Wardani et al., (2022) define skill as a person's ability to perform an activity or job. Job skills are the skills or expertise required for performing a job that is solely required by practice. Table 12 shows that the majority of nurses at Tubaba Regional Hospital (42 respondents, 76.4%) have good skills in providing procedures to patients, while 13 (23.6%) nurses are considered less skilled in providing procedures to patients.

Job design is an important method or technique used by management in organizational behavior studies to develop work content, including all tasks and processes, as well as work revisions, especially in light of current trends. Table 13 shows that the majority of nurses at Tubaba Regional Hospital (35 respondents, 63.6%), have a job design that aligns with nursing care. Meanwhile, 20 (36.4%) nurses are said to have a job design that is not aligned with nursing care.

Motivation is an internal drive within a nurse that can influence an action or encourage a nurse to perform optimally. Table 14 shows that the majority of nurses at Tubaba Regional Hospital (41) have high motivation, indicating that they recognize their responsibility in every action. There are also 14 nurses (25.5%) with low motivation who feel challenged when faced with difficulties.

Remuneration is something paid or the fulfillment of a promise, a reward, or a return for a service. The greatest external motivation for a person's performance is remuneration (Rahayu, 2008). Table 15 shows that the majority of nurses at Tubaba Regional Hospital (45 nurses, 81.8%), receive adequate compensation, while 10 nurses (18.2%) receive inadequate compensation.

Performance is the overall outcome or level of success of an individual during a specific period in carrying out their duties compared to various possibilities, such as work standards, targets, or agreed-upon criteria (Siagian, 2009). Table 16 shows that the majority of nurses at Tubaba Regional Hospital (43 nurses, 78.2%), have good performance. There are 12 respondents (21.8%) who have poor performance.

Performance is the overall outcome or level of success of an individual during a specific period in carrying out their duties compared to various possibilities, such as work standards, targets, or agreed-upon criteria (Siagian, 2009). Based on Table 12 above, it can be seen that the majority of nurses at Tubaba Regional Hospital (43 nurses) have good performance (78.2%), while 12 respondents (21.8%) have poor performance.

Tubaba Regional Hospital only achieved good performance for 53 out of 55 nurses. In 2022, 50 out of 55 nurses achieved good performance, in 2023, 47 out of 55 nurses achieved good performance, and in 2024, 47 out of 60 nurses achieved good performance. This indicates that from year to year, nurses at Tubaba Regional Hospital only achieve good and adequate criteria. Each year, there is a decline in nurse performance at Tubaba Regional Hospital.

This shows that of the 55 nurses, 11 nurses with poor skills performed poorly, and 2 nurses with poor skills performed well. nurses with good skills have poor performance as many as 1 person and nurses with good skills have good performance as many as 41 people. The p value = <0.001 because the p value <0.05 then H_0 is rejected and H_a is accepted which means there is a relationship between skills and nurse performance.

CONCLUSIONS

Nurses at Tulang Bawang Barat Regional Hospital have good abilities, namely 61.8% of respondents, 54.5% of respondents have good skills, as many as 58.2% of nurses stated that the work system or method of providing nursing care used at Tulang Bawang Barat Regional Hospital is appropriate, the majority of respondents (60%) admitted to having a high level of satisfaction and work enthusiasm in carrying out their duties, as many as 52.7% of respondents felt that the reward system at the hospital was adequate, both in terms of salary, allowances, and work bonuses, 63.6% of nurses had good performance, while the rest, namely 36.4%, showed less than optimal performance. 2. There is a relationship between ability and nurse performance at Tubaba Regional Hospital in 2025.

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