

Original Research

Factors Affecting Work Effectiveness of Nurses at Bontang Taman Husada Hospital



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Article Info	Abstract
Article history: Received: 4 March 2023 Accepted: 29 April 2023	<p><i>Introduction:</i> Work effectiveness assessment is a reliable tool for human resource control and productivity with the form of performance indicators. In fact, the performance of nurses is still a problem in nursing services. The aim of this research is to analyze the factors that influence the work effectiveness of nurses.</p> <p><i>Methods:</i> The research design was a cross sectional design. This research was carried out in February 2023. The sample in this study were all nurses at Taman Husada Bontang Hospital with a total of 136 respondents. The sampling technique used was simple random sampling. Independent variables factors were productivity, satisfaction, and competence. Dependent variable of the effectiveness of the nurse's work. Data collection instruments using questionnaires productivity, satisfaction, and competence. Data analysis in this study used multiple linear regression analysis.</p> <p><i>Results:</i> The results showed that there was a relationship between productivity factors ($p = 0.021$), satisfaction ($p = 0.000$), competence ($p = 0.000$) on the effectiveness of nurses' work. Multivariate analysis shows that the most influential variable on the effectiveness of nurses' work at Taman Husada Bontang Hospital was satisfaction with the significance level of $p = 0.000$.</p> <p><i>Conclusion:</i> Work effectiveness is the intentional ability to do something better to achieve certain goals by emphasizing adherence to work and relating to the welfare of nurses. So that leaders in hospitals must continue to pay attention to the welfare of nurses to increase their work effectiveness in providing excellent health services.</p>
Keywords: competence, effectiveness, nurses, productivity, satisfaction	

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INTRODUCTION

All areas of work are experiencing increasingly stringent improvements. Competition does not only come from domestic workers but also foreign workers who enter Indonesia. The hospital is one of the health service facilities that plays an important role in accelerating the improvement of public health status [1]. Advances in technology and other resources really support the implementation of hospital activities, because in the end human resources are the most decisive [2]. Excellent service is determined by a strong system and human resources who are highly dedicated to realizing the goals of the hospital. Therefore, hospitals need to have the character of excellent service quality in accordance with patient expectations, in addition to providing quality medical services [3].

Health workers, especially nurses, have an important role in providing quality health services [4]. Nursing is a form of professional health service which is an integral part of science-based health services and nurse tips, in the form of bio-psycho-so-spiritual services [5]. Assessment of work effectiveness through performance indicator forms is a reliable tool for controlling human resources and productivity. In fact, nurse performance is still a problem in all nursing services [6]. Therefore, performance appraisal is needed to help assess how well nurses carry out their duties and responsibilities in providing safe and effective health services to patients.

Taman Husada Bontang Hospital is a type B owned by the Bontang City government which has been fully accredited.

During the current pandemic, Taman Husada Bontang Hospital has become a Covid-19 referral hospital which is very at risk of occupational infections for officers. Hospitals are obliged to provide health services in accordance with applicable standards. The highest number of health workers at Taman Husada Bontang Hospital are nurses, which is 212 people. Of course, this must be balanced with good medical support and appropriate qualifications of health workers.

Productivity can generally be defined as the value of output in relation to a particular unit of input [7]. It is hoped that nurses can provide nursing services in accordance with nursing service standards and in accordance with existing regulations in workplace agencies. The main task of nurses is to provide services to patients, both for their recovery and for the recovery of the patient's physical and mental condition, as well as providing other health services intended for patient comfort and safety such as bed arrangement and others, as well as performing administrative tasks. Job satisfaction is a worker's assessment of how far his job as a whole satisfies his needs [8].

Work effectiveness for employees is a deliberate ability to do something better to achieve certain goals. The effectiveness of work focuses on "doing the right work" and relates to the output or results of the work and what can be obtained. The competence possessed by nurses shows the quality of themselves who are able to provide health services effectively and are able to do it well. Therefore, the competence of nurses can encourage maximum nurse performance and directly affect the effectiveness of nurses'

work. The competencies possessed by nurses are focused on the competence of knowledge, skills, and attitudes [9]. Based on a preliminary study at Taman Husada Bontang Hospital conducted on 10 interviewed visitors, it was found that 1 other respondent answered that his sister was a little indifferent in answering, 1 respondent administrative services was a little "long-winded", 6 respondents stated that they were casein referred from type C hospitals, 2 respondents stated that the cost of the hospital was competitive with other hospitals (rates below the rates of private hospitals) and 10 respondents said Taman Husada Bontang Hospital was clean and comfortable. This is supported by a statement from the head of the public relations and marketing division that the average patient who comes to Taman Husada Bontang Hospital is a referral patient from type C Hospital and has made Taman Husada Bontang Hospital as a destination hospital. Other respondents said that because of the quite crowded patient visits to Taman Husada Bontang Hospital, sometimes the service was not satisfactory such as the length of service and the delivery of nurses who seemed indifferent.

Followed by interviewing the head of nursing that there was a violation of discipline and decreased motivation, namely late arrival. This led to the emergence of regulations, namely the reduction of attendance incentives for nurses who arrived late. Other negligence commonly done by nurses includes delays in administering drugs, forgetting to attach a fall risk sticker. Hospital instruments are given to at least 150 patients in measuring nursing care services and the level of patient or

stakeholder satisfaction. In 2022, the assessment of nursing care services reached 88.08% in the good category. However, the target of achieving SPM is an assessment in the good category of 90%, so it still needs improvement this year.

Judging from the importance of work effectiveness in nurses at the hospital, the researcher wanted to know the influence of productivity, satisfaction, and competence factors on the effectiveness of nurses' work at Taman Husada Bontang Hospital.

METHODS

This study used an analytic observational research design with a cross sectional approach. The study was conducted in February 2023. The population thin study were all nurses at Taman Husada Bontang Hospital with total of 212 respondents. The sample in this study was nurses at Taman Husada Bontang Hospital, a total of 136 respondents obtained from the Slovin formula. The random technique was carried out by means of a lottery of respondents who match the criteria. Random sampling was done by randomizing numbers. Each nurse in each room was taken the same amount, then randomized. Taman Husada Hospital has 13 rooms randomly drawn for the number of nurses. The criteria for research inclusion were: 1) Nurses who were active and easy to communicate with and were not on holiday, 2) All nurses in Hospital inpatient rooms, and 3) All nurses who work in the morning shift. Exclusion criteria in research were nurses who are busy and not willing to be research respondents. Independent variables of

productivity, satisfaction, and competence factors. The dependent variable was the effectiveness of the nurse's work.

The instruments used in the study were questionnaires that were tested for validity and reliability, namely the nurse productivity questionnaire number of questions 36 lowest calculated r values (0.481) alpha cronbach (0.977), satisfaction questionnaire number of questions 25 lowest calculated r values (0.387) alpha cronbach (0.966), commitment questionnaire number of questions 25 lowest calculated r values (0.407) alpha cronbach (0.977), and work effectiveness questionnaire number of questions 16 lowest calculated r values (0.619) alpha cronbach (0.981).

Data collection was carried out by giving questionnaires to nurses through google form. The questionnaire was distributed to one respondent during one hour of filling through google form, then researchers provide coding, scoring and tabulating on the questionnaire results. The analysis used in the study was univariate analysis with descriptive analysis and multivariate analysis with multiple linear regression. Ethics in this study were based on consent sheets to be respondents and give signature from respondents, anonymity (anonymous) and confidentiality (confidentiality). Respondents continue to read the inform consent sheet placed before the questionnaire, if the respondent agrees then the respondent gives a signature on the first google form sheet then continues to fill out the questionnaire. The research has passed the ethical feasibility test number 3696/KEPK/II/2023 from IIK STRADA Indonesia.

RESULTS

The results of the study were nurses total 136 nurses at Taman Husada Bontang Hospital. Table of frequency distribution characteristics of research subjects described in table 1. Table 1 shows the results of the characteristics of the study subjects based on age, sex, length of service, last education, position, room where worked, employment status and income per month. In the age category of respondents, it was found that most of the respondents were more than the average value (36 years), which was 85 respondents (62.5%). The gender of respondents was mostly women, namely 100 respondents (73.5%). The service life of most respondents is more than 10 years i.e. 89 respondents (65.4%). In the education category, almost all respondents were D3 education, namely 90 respondents (66.2%). The space where work is mostly in inpatient spread across several rooms, namely 74 respondents (54.4%). The status of almost half of the civil servant respondents was 97 respondents (71.3%). In the variable income, almost all of respondents are more than minimum wage rate, namely 105 respondents (77.2%).

Table 2 shows the results of the characteristics of the research variables, namely nurse productivity, satisfaction, competence and effectiveness of nurse work. Most respondents have high nurse productivity at 90 respondents (66.2%). In the satisfaction variable, most respondents have the appropriate category, namely 77 respondents (56.6%). In the competency variable, it was mostly high, namely 77

respondents (56.6%). In the variable effectiveness of nurses' work has low and high categories, namely 68 respondents (50.0%).

Table 3 of the results of linear regression analysis shows an Adjusted R Square number of 0.347 which means that this study can explain 34.70% of the influence of variables in the study (productivity, satisfaction and competence) on the effectiveness of nurses'

work. The results of the p value showed that there was an effect of productivity ($p = 0.021$), satisfaction ($p = 0.000$) and competence ($p = 0.000$) on the effectiveness of nurses' work. Multivariate analysis with regression linier shows that the most influential variable on the effectiveness of nurses' work is satisfaction with significance levels $p = 0.000$.

Table 1
Demography Characteristics

Characteristic	N	%
Age		
≤ mean (36)	51	37,5
> mean (36)	85	62,5
Gender		
Male	36	26,5
Female	100	73,5
Working experience		
< 10 years	47	34,6
≥ 10 years	89	65,4
Recent education		
Diploma of nursing	90	66,2
Undergraduate of nursing	46	33,8
Workplace space		
Emergecy Room	12	8,8
Outpatient:		
-Clinic	6	4,4
- Hemodialysis	10	7,3
- Cathlab Room	2	1,5
Intensive Care :		
- ICU	20	14,7
- NICU	12	8,8
Inpatient Room:		
- Cempaka Room	19	14,0
- Bougenville Room	13	9,6
- Chrysanthemum Room	9	6,6
- Edelweis Room	16	11,8
- Orchid Room	12	8,8
- Amaryllis Room	3	2,2
- Wijaya Kusuma Room	2	1,5
Employment status		
Contract employees	31	22,8
Employees with employment agreements	8	5,9
Civil servants	97	71,3
Earnings per month		
< Minimum wage rate (IDR 3,226,486.00)	31	22,8
≥ Minimum wage rate (IDR 3,226,486.00)	105	77,2

Table 2

Characteristics of Research Variables

Characteristic	n	%
Nurse productivity		
Low (< mean (148))	46	33,8
Tall (≥ mean (148))	90	66,2
Satisfaction		
Non-compliant (< mean (86))	59	43,4
Appropriate (≥ mean (86))	77	56,6
Competence		
Low (< mean (102))	59	43,3
Tall (≥ mean (102))	77	56,6
The effectiveness of the work of nurses		
Low (< mean (56))	68	50,0
Tall (≥ mean (56))	68	50,0

Table 3

Linear Regression Test Results

Variable	Unstandardized Coefficient		Standardized Coefficient	p
	B	Std.Error	B	
Productivity	0,074	0,032	0,199	0,021
Satisfaction	0,333	0,075	0,359	0,000
Competence	0,304	0,065	0,429	0,000
Adjusted R Square = 0,347				

DISCUSSION

Productivity factors that affect the effectiveness of nurses' work

This means that there is an influence of productivity factors on the effectiveness of nurses' work at Taman Husada Bontang Hospital. To do their jobs or complete their tasks, one or a group of employees are required to have high productivity [10]. Basically, productivity is not solely aimed at producing as much work as possible, but the quality in an end in the work pays attention to

the quality of work. An employee can be said to be productive if the employee is able to produce output in accordance with the standards set by the company [11]. Work productivity is the ability to produce quality products (goods / services) and in accordance with established standards by utilizing existing resources as efficiently as possible [12].

Nurse productivity is the result of one of the sub-variables of nurse satisfaction, patient satisfaction, documentation of nursing care (assessment, diagnosis, intervention, implementation, and evaluation) and nurse-

patient communication [13]. The productivity of nurses at Bontang Hospital is mostly high at 66.2%. In theory, effectiveness is associated with attendance, discipline, enthusiasm in completing tasks and work, enthusiasm to improve work performance, encouragement to meet the conditions set by the hospital [14]. Encouragement to make the best contribution to the hospital, willingness to work more than working hours, willingness to take work home, and problem solving work outside of working hours [15]. A loving touch so that patients feel humanized, prioritize patient safety and comfort, and nurses are always there when patients need [16]. Knowledge-based behavior will have a longer impact. Welfare in economic terms between contract workers and civil servants will affect the productivity of nursing services [17].

Satisfaction factors that affect the effectiveness of nurses' work

Job satisfaction concerns an individual's general attitude toward his job. A person with a high level of job satisfaction shows a positive attitude towards his job [18]. Job satisfaction is how a person feels about his job. Job satisfaction is a worker's assessment of how far his job as a whole satisfies his needs [19]. Job satisfaction relates to the attitude of the employee towards the job itself, the work situation, cooperation between the leader and fellow employees. Job satisfaction according to Blum is a general attitude that is the result of several specific attitudes towards factors of work, self-adjustment and social relationships of individuals outside of work [20]. Satisfied with the hospital's support in developing

nurse competence by providing training that supports employment, promotion, salary fairly based on length of service, performance, and ability [21].

Education is one of the factors that influence success in achieving the goal of effective and efficient work. And the knowledge possessed by nurses is the most important thing in the formation of action (overt behavior), because behavior based on knowledge will have a longer impact [22]. Shown by most of the respondents' education in this study is diploma 3 of nursing. Research on job satisfaction associated with nurse education level is also conducted by where nurse education will affect job satisfaction [23][24].

Competency factors that affect the effectiveness of nurses' work

Competence is what people bring to a job, in the form of different types and levels of behavior [25]. In general, competence can be understood as a combination of skills, personal attributes, and knowledge that is reflected through work behavior that can be observed, measured and evaluated. The competence possessed by nurses is focused on the competence of knowledge, skills, and attitudes [26]. Nurses who manage their time well can complete their tasks more efficiently and can allocate time appropriately to provide quality care to patients [27][28].

Work effectiveness is a deliberate ability to do something better to achieve a certain goal. Thus, effective performance will produce quality services that will later improve the quality of health services in hospitals.

Supported by research results that show that the higher the competence possessed by nurses, the higher the effectiveness of work [29]-[31].

LIMITATION

The limitation in the study was that researchers only distributed questionnaires using google forms so that they did not meet directly and see the expressions of respondents when filling out. Then, the independent variable in the study is only three points, so it can be added again for the next researcher.

CONCLUSION

The results showed that there was a relationship between productivity factors, satisfaction, competence on the effectiveness of nurses' work. Multivariate analysis shows that the most influential variable on the effectiveness of nurses' work at Taman Husada Bontang Hospital is satisfaction. Multivariate analysis shows that the most influential variable on the effectiveness of nurses' work is satisfaction. In improving the effectiveness of nurses' work in hospitals, it is necessary to provide better training and education in supporting nurses' performance. Further research can measure the length of service, motivation, self-efficacy and others.

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CONFLICT OF INTEREST

The authors have no conflict of interest to declare.

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