

## The Factors Affecting Performance of Nurse in Health Care Giver at Internal Room Hospital Public Jayapura

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### ABSTRACT

**Background:** Nurses as health workers as human resources in the service process that allows patients to conduct studies, nursing diagnoses, planning, implementation and evaluation. Characteristic factors including age, gender, education, years of service, motivation and attitudes can give rise to needs and responsibilities for external training.

**The purpose of the study:** to determine the factors that influence the performance of nurses in nursing care in the inpatient ward Jayapura Regional General Hospital of Papua Province.

**Research Methods:** Research with cross sectional design. The study was conducted in June 2018 in Jayapura Public Hospital with 111 people in the inpatient room. Data were obtained using questionnaires and analysis using chi square and logistic regression.

**Results:** Factors that influence the performance of nurses in providing nursing care are motivation ( $p$ -value = 0.003; RP = 2.104; CI95% = (1.287 - 3.440), attitudes ( $p$ -value = 0.000; RP = 2.761; CI95% = (1,765 - 4,320) and supervision ( $p$ -value = 0,000; RP = 4,014; CI95% = (2,397- 6,724). Factors that do not affect the performance of nurses of the same age ( $p$ -value = 0.198; RP = 0.716; CI95% = (0,463 - 1,108), gender ( $p$ -value = 0,680, RP = 1,158; CI95% = (0,7334 - 1,827), education ( $p$ -value = 1,000; RP = 1,039; CI95% = (0,543 -1,990), working life ( $p$ -value = 0.048; RP = 0.615; CI95% = (0.400 - 0.944), training ( $p$ -value = 0.554; Rp. 0.838; CI95% = (0.538 - 1.304), medium means ( $p$  -value = 0.196; RP = 1,407; CI95% = (0,911 - 2,173), comfort of the work environment ( $p$ -value = 0,080; RP = 1,555; CI95% = (0,988 - 2,448). Ther is dominant factor of nurse performance to health care giver

is comfort of the supervisor, attitude, work environment, and motivation.

**Keywords:** Performance, Nurse, Health Care Giver, Hospital

### 1. INTRODUCTION

The hospital has the function of holding medical services, nursing services, referral services, education and training, administrative and financial research, development. The quality of hospital health services provided is determined by the values and expectations of the recipient of the service. Besides that, the emphasis on service to high quality must be achieved at a cost that can be accounted for (Azwar, 2013). According to Nursalam (2015), the implementation of nursing care is part of the process of nursing care that is carried out systematically by recording the stages of the care process given to the patient including reviewing, nursing diagnoses, planning, implementation and evaluation. The phenomenon that occurs related to nursing documentation also in the implementation is often not in accordance with the standards of nursing care by nurses.

The Jayapura Regional General Hospital with a total nursing staff of 255 people with various levels of SPK education to undergraduate nursing. Data The total number of inpatients in 2015 was 13,383 patients, in 2016 there were 15,044 patients and in 2017 there were 17,455 patients. From the existing data shows that nurse at the Jayapura Regional General Hospital have not shown maximum performance.

This can be seen from the application of nursing care based on the results of observations in March 2018 in the inauguration room of the Jayapura Regional General Hospital from the results of observing the implementation of nursing care that was not indicated by the absence of complete nursing care documentation. This indicates nurses lack responsibility for nursing care for patients, because in nursing care is a systematic practice in the provision of nursing care.

The purpose of this research is to find out the factors that influence the performance of nurses in the provision of nursing care in the inpatient ward of Jayapura Public Hospital.

## 2. MATERIALS AND METHODS

This type of research is quantitative with a correlation method with a cross sectional study design. The study was conducted in June 2018 in Jayapura Public Hospital with a population of 111 inpatient nurses. Data were obtained using questionnaires and analysis using chi square and logistic regression.

## 3. RESEARCH RESULTS

### Bivariate Analysis

#### a. Effect of nurse age on performance in providing nursing care

Table 1. Effect of nurse age on performance in providing nursing care in Jayapura General Hospital

No	Age	performance in providing nursing care				Number	
		Less		Good		n	%
		n	%	n	%		
1	≤ 30 year	24	35,8	43	64,2	67	100
2	> 30 year	22	50	22	50	44	100
Total		46	41,4	65	58,6	111	100

*p-value* = 0,198; *RP* = 0,716; *CI95%* = (0,463 – 1,108)

Based on Table 1, it shows that of the 67 nurses aged <30 years as many as 24 people (35.8%) had performance in the provision of less and good nursing care as many as 43 people (64.2%). Whereas from 44 nurses aged > 30 years, there were 22 people (50%) who had performance in giving less and good nursing care as many as 22 people (50%). The chi square test results obtained *p-value* = 0.198 > 0.05 and

the value of *RP* = 0.716; *CI95%* = (0,463 - 1,108). This means that there is no significant influence between the age of the nurse on performance in the provision of nursing care.

#### b. Sex influence on performance in providing nursing care

Table 2. Effect of nurse gender on performance in providing nursing care in Jayapura Regional Hospital

No	Sex	Performance in providing nursing care				Number	
		Less		Good		n	%
		n	%	n	%		
1	Male	16	45,7	19	54,3	35	100
2	Female	30	39,5	46	60,5	76	100
Total		46	41,4	65	58,6	111	100

*p-value* = 0,680; *RP* = 1,158; *CI95%* = (0,7334 – 1,827)

Based on Table 2, it shows that of the 35 nurses who were male, there were 16 people (45.7%) who had performance in giving less and good nursing care as many as 19 people (54.3%). While from 76 nurses with female gender, there were 30 people (39.5%) who had performance in giving less and good nursing care as many as 46 people (60.5%). The chi square test results obtained *p-value* = 0.680 > 0.05. This means that there is no significant effect between the sex of nurses on performance in the provision of nursing care. When viewed from the value of *RP* = 1,158; *CI95%* = (0.7334 - 1.827) interpreted that gender is a risk factor for nurses' performance in providing nursing care at the Jayapura Regional General Hospital.

#### c. The effect of education on performance in the provision of nursing care

Table 3. Effect of nurse education on performance in providing nursing care in Jayapura General Hospital

No	Education	Performance in providing nursing care				Number	
		Less		Good		n	%
		n	%	n	%		
1	< D-III nurse	6	42,9	8	57,1	14	100
2	≥ D-III nurse	40	41,2	57	58,8	97	100
Total		46	41,4	65	58,6	111	100

*p-value* = 1,000; *RP* = 1,039; *CI95%* = (0,543 – 1,990)

Based on Table 3. shows from 14 nurses with <D-III nursing education, there were 6 people (42.9%) had performance in giving less and good nursing care as many as 8

people (57.1%). A total of 97 nurses with education > D-III Nursing, there were 40 people (41.4%) had performance in the provision of less and good nursing care as many as 57 people (58.8%). The chi square test results obtained  $p\text{-value} = 1,000 > 0.05$ . This means that there is no meaningful influence between nurse education on performance in the provision of nursing care. When viewed from the results of the prevalence ratio (RP) test the value is 1.039;  $CI95\% = (0.543-1.990)$  interpreted that education is not meaningful to performance in providing nursing care.

#### d. Effect of tenure on performance in the provision of nursing care

Table 4. Influence of nurse's working period on performance in providing nursing care in Jayapura General Hospital

No	Working period	Performance in providing nursing care				Number	
		Less		Good		N	%
		n	%	n	%		
1	≤ 5 year	24	33,8	47	66,2	71	100
2	> 5 year	22	55	18	45	40	100
Total		46	41,4	65	58,6	111	100

$p\text{-value} = 0,048$ ;  $RP = 0,615$ ;  $CI95\% = (0,400 - 0,944)$

Based on Table 4, it shows that out of 71 nurses with <5 years working period, there are 24 people (33.8%) who have performance in giving less and good nursing care as many as 47 people (66.7%). While from 40 nurses with a service period of > 5 years, there were 22 people (55%) who had performance in giving less and good nursing care as many as 18 people (45%). Chi square test results obtained  $p\text{-value} = 0.048 < 0.05$ ;  $RP = 0.615$ ;  $CI95\% = (0,400 - 0,944)$  which means there is no significant effect between the period of nurse's work on performance in providing nursing care.

#### e. Effect of training on performance in the provision of nursing care

Table 5. Effect of training on performance in the provision of nursing care in Jayapura Public Hospital

No	Training	Performance in providing nursing care				Number	
		Less		Good		n	%
		n	%	n	%		
1	Never	22	37,9	36	62,1	58	100
2	Ever	24	45,3	29	54,7	53	100
Total		46	41,4	65	58,6	111	100

$p\text{-value} = 0,554$ ;  $RP = 0,838$ ;  $CI95\% = (0,538 - 1,304)$

Based on Table 5, it shows that out of 58 nurses who had never attended training, there were 22 people (37.9%) who had performance in giving less and good nursing care as many as 36 people (62.1%). Whereas from 53 nurses who had received training, there were 24 people (45.3%) who had performance in giving less and good nursing care as many as 29 people (54.7%). The chi square test results obtained  $p\text{-value} = 0.554 > 0.05$  and the value of  $RP = 0.838$ ;  $CI95\% = (0.538 - 1.304)$ . This means that there is no meaningful influence between nurses' training on performance in providing nursing care.

#### f. Effect of work motivation on performance in providing nursing care

Table 6. Effect of work motivation on performance in providing nursing care in Jayapura Regional Hospital

No	Wprk Motivation	Performance in providing nursing care				Number	
		Less		Good		n	%
		n	%	n	%		
1	Low	31	56,4	24	43,6	55	100
2	High	15	26,8	41	73,2	56	100
Total		46	41,4	65	58,6	111	100

$p\text{-value} = 0,003$ ;  $RP = 2,104$ ;  $CI95\% = (1,287 - 3,440)$

Based on Table 6, it shows that of the 55 nurses with low work motivation, there were 31 people (56.4%) who had performance in giving less and good nursing care as many as 24 people (43.6%). While from 56 nurses with high work motivation, there were 15 people (26.8%) who had performance in giving less and good nursing care as many as 41 people (73.2%). The chi square test results obtained  $p\text{-value} = 0.003 < 0.05$ . This means that there is a significant influence between nurses' work motivation on performance in providing nursing care. When viewed from the value of  $RP = 2,104$ ;  $CI95\% = (1,287 - 3,440)$  which is interpreted that nurses with low work motivation are less likely to provide nursing care 2,104 times greater than nurses with high work motivation.

## 4. DISCUSSION

### 4.1. Effect of age of nurses on performance in providing nursing care

The results showed that there was no significant effect between the age of the nurse on performance in providing nursing care in Jayapura Public Hospital ( $p$ -value = 0.198). The absence of significant influence between age and performance on the provision of nursing care from the distribution of nurses aged <30 years as much as 35.8% is less while nurses aged >30 years 50% have performance in the provision of less nursing care. This shows that at age does not indicate a difference in providing nursing services with less categories. This is in accordance with the theory put forward by Dessler (2006), there is a productive age limit of someone in the age that allows to survive with the strength of his work. There is also a decrease in ability to produce work due to age. Productive age is at the age of 25 years which is the beginning of individual career, and aged 25-30 years is a determining stage for someone to choose the field of work that is suitable for the individual's career, age 30-40 years is the stage of establishing career choices to achieve goals, and long when someone decides on a suitable job choice is 5 years.

### 4.2. Sex influence on performance in providing nursing care

The results showed that there was no significant effect between the sex of nurses on performance in the provision of nursing care ( $p$ -value = 0.680). The absence of a significant influence between the sexes in this study was caused by 45.7% of respondents who were male having a performance in giving less and good nursing care as much as 54.3%. While nurses with female sex, as much as 39.5% had performance in giving less nursing care and good as much as 60.5%. This is in accordance with the theory put forward by Robbins (2006), there is no significant difference between gender and employee performance. This is reinforced from the

results of the prevalence ratio that gender is not meaningful to the performance of the provision of well-done nursing care.

According to Nursalam (2015), gender differences in work are strongly influenced by the type of work to be done. In special jobs, such as physical work, gender is very influential on the success of work and is better done by men, but in nurse work it is almost equally so that it is influenced by sufficient skills. But there is another positive side in a woman's character that is obedience and obedience in work, this will affect personal performance.

### 4.3. The effect of education on performance in the provision of nursing care

The results showed that there was no significant effect between nurse education on performance in service ( $p$ -value = 1,000). Education is one of the demographic characteristics that can affect a person both on the environment and certain objects (Ilyas, 2002). A person's learning process will influence the level of education so that it can provide a response to something that comes from outside. Highly educated people will be more rational and creative and open to accepting various renewal efforts, he will also be more able to adapt to various updates.

### 4.4. Influence of working period on performance in providing nursing care

The results of the study showed that there was no significant effect between the duration of the nurse's work on performance in providing nursing care in Jayapura Public Hospital ( $p$ -value = 0.048). The results of the study were obtained from nurses with a working period of <5 years, 33.8% had a performance in giving less nursing care, while nurses with a service period of >5 years as much as 55% had a performance in giving less nursing care. This shows a percentage that is not much different, which concluded that the same had the opportunity to have performance in the provision of nursing care.

3. Effect of training on performance in the provision of nursing care The results showed that there was no significant effect between nurse training on performance in the provision of nursing care ( $p$ -value = 0.554). The absence of a training relationship with the performance of nurses in the provision of nursing care related to the level of nursing education. Where nurses who did not attend training were 37.9% with education Nursing D-III. The results of this study are in accordance with the opinion of Suara (2010) that nursing care carried out by nurses with nursing D-III education is adequate. In addition, the existence of procedures and supervision can affect the performance of nurses in providing nursing services.

#### 4.5 Effect of work motivation on performance in the provision of nursing care

The results showed that there was an influence between nurses' work motivation on performance in providing nursing care ( $p$ -value = 0.003). Motivation is a force that encourages an employee to direct behavior to two things, namely first is the need (needs) that affects the deficiencies experienced by someone at a certain time (Gibson, 1990 in Pasolong, 2008). According to Nursalam (2015) that a person's ability to carry out a task without the support of willingness and motivation, the task cannot be completed.

#### 4.6. Effect of attitudes on performance in the provision of nursing care

The results showed that there was an influence between nurses' attitudes toward performance in providing nursing care in Jayapura Public Hospital ( $p$ -value = 0,000). The results showed that nurses with negative attitudes, there were (70%) had performance in giving less nursing care, while nurses with a positive attitude, there were (74.6%) had performance in providing good nursing care. This shows that an increasingly positive attitude will affect performance in providing nursing care. A

positive attitude towards the service delivery Nursing documentation needs to be documented as communication between nurses at shift turnover (92%), in addition to the attitude of nurses who are happy to receive awards and praise from superiors, for accomplished work performance (66%) and for improving services nurses can improve their knowledge and skills through education and training (75%).

## 5. CONCLUSION

1. There is no significant influence between the age of the nurse on the performance in the provision of nursing care ( $p$ -value = 0.198; RP = 0.716; CI95% = (0.463 - 1.108).
2. There is no significant influence between the sex of nurses on performance in the provision of nursing care ( $p$ -value = 0.680, RP = 1.158; CI95% = (0.7334 - 1.827).
3. There is no significant effect between nurse education on performance in giving nursing care ( $p$ -value = 1,000; Rp = 1.039; CI95% = (0.543–1.990).
4. There is no significant influence between the period of employment of nurses on performance in the provision of nursing care ( $p$ -value = 0.048; RP = 0.615; CI95% = (0.400 - 0.944).
5. There is no significant effect between nurses' training on performance in giving nursing care ( $p$ -value = 0.554; Rp. 0.838; CI95% = (0.538 - 1.304).
6. There is an influence between nurses' work motivation on performance in providing nursing care ( $p$ -value = 0.003; RP = 2.104; CI95% = (1,287 - 3,440).

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