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ANALYSIS OF FACTORS AFFECTING THE PERFORMANCE OF NURSE IN MUFID ACEH GENERAL HOSPITAL

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ABSTRACT

Background: To improve the human resources of the hospital, one of nurses to ensure the hospital service is well organized, the hospital management must have good strategy management. This research was conducted at Mufid Aceh General Hospital to get an overview of the factors that affect the performance of nurses at Mufid Aceh General Hospital.

Methods: It was a qualitative research focused on employment documents, income documents, monthly staff satisfaction, monthly performance results nursing, patient satisfaction in Mufid Aceh General Hospital.

Results: Internal factors that affect the low performance of nurses at Mufid Aceh General Hospital are satisfaction, work-related stress factors, short working period and low work motivation. While External factors that affect the low performance of nurses is work load factor.

Conclusions: Based on the result of this research, it is suggested to Mufid Aceh General Hospital to planning of nurse requirement well, to make policy about income, to make job description and authority in accordance with competence of nurse staff and creating a retention program.

Keywords: Nurse, performance, internal factors, hospital, analysis, external factors

INTRODUCTION

Hospital is a health service institution that provides full range of personal health services providing inpatient, outpatient and emergency care services. [1] The hospital is also a health care institution that provides full-scale personal health services that provide inpatient, outpatient and emergency care services. [2]

Considering that health workers have an important role in improving the quality of health services, the Government has also established regulations on Health Workers as referred to in pasal 1 Undang – Undang No. 36 Tahun 2009 which Health Worker is any person who devotes himself in the field of health and has knowledge and or skills through education in the field of health which for certain types require authority to make health efforts. [3]

To improve the human resources of the hospital, one of nurses to ensure the hospital service is well organized, the hospital management must have good strategy management. so the hospital can prepared to face technological developments and diverse demands of patients.[4] Challenges faced Hospitals such as business environment and work environment require Hospital to proactively develop human resources so as to improve the productivity of human resources with the aim of the Hospital will get increased job satisfaction, good motivation, high loyalty, and high productivity. [5]

As part of the hospital, nurses are also employees who have hope for the hospital as a hiring company. The employee satisfaction will affect the performance provided by the employee. There are criteria to be able to see the effectiveness of employees namely quality, productivity, efficiency, satisfaction, adaptability, and development [6]

Bad performance due to few staff or staff can not provide services based on predetermined standards can lead to community needs are not met to get a complete health service. performance appraisal consists of sufficient employees, competence, productivity, and responsiveness. At all these levels, there are results that can be analyzed by policy makers, planners and managers to apply the problems encountered. The hope can be a concept that can be implemented on a monitoring system that is fair, balanced and sustainable.[7]

Mufid Aceh General Hospital which is one of the private hospitals that have been accredited in the district of Pidie Aceh certainly also not spared with the problems of human resources management. The problems of human resources, especially nurses are still very visible in Mufid Aceh General Hospital, one of them from the high level of patient service complaints and work behavior that seem apathetic. [8]

METHOD

The research design used in this study is descriptive qualitative research to get a careful picture of a particular individual or group based on of this moment. The study was conducted at Mufid General Hospital by reviewing personnel documentation, finance, hospital quality report and performance evaluation for the last 2 years from January to April 2018. Data analysis was done descriptively with the results of the study are determined by findings in accordance with the variables being studied. In this study, researchers appreciate the information obtained and protect the hospital documents to be studied. The results of this study will be informed to the general hospital mufid when it has done the analysis and interpretation.

RESULTS

External Variables

a. Income

When viewed from the document assessment of nursing performance and income documents obtained. of the 48 nurses, there are 38 people (0.80%) who earn income according to the Regional Minimum Income (UMR) get good results and as many as 10 people (0.20%) who earn below the UMR get the result of less good work. This illustrates the significant positive effect of income and performance of nurses. Where the higher the income earned the higher the performance. This is in accordance with Hasibuan's (2006) statement that well-applied compensation will provide employee motivation. [9] With the results obtained then the compensation applied by Mufid Aceh General Hospital can provide benefits to both parties, both to the Hospital and the Employees. The results of these income variables have a positive impact on the quality of the hospital because good income will provide good performance by employees.

b. Workload

Based on the document of nurse work time, the writer got the result that the nurse get high work load, with working hours in the morning for 9 hours (08.00 s / d 17.00) and in the afternoon for 15 hours (17.00 s / d 08.00). With the number of nurses only 48 people and 65 bed. This causes an not balanced that causes the nurses at Mufid Aceh General Hospital to be lower than the service standards. When viewed from the statement Meshkati in Astianto (2014) that the workload is the difference between the capacity or ability of workers with job demands to be faced. [10] So with the acquisition of the results of a very significant negative effect between workload and performance, will result in nurses experiencing stress due to work fatigue. The result of high work load will result in high fatigue rate. This will reduce the quality of the hospital because the nurse will not be able to provide optimal service when experiencing fatigue.

c. Routine / Work Environment

The authors obtained results that there are 28 people (0.59%) who stated comfortable in work and there are 20 people (0.41%) who states less comfortable in work. These results indicate that the work environment has a positive effect on the performance of the nurse. Where the better the working environment will be higher performance. Thus, it can be concluded that the work environment does not affect the low performance of nurses at Mufid Aceh General Hospital. This is in accordance with the proposed Robbins in Rahmawanti (2014) that the creation of a good working environment can affect the performance of employees because if the work environment comfortable and fun of course employees can improve its performance so that the company's goals can be achieved well. ^[11] Variable work environment that will provide good quality also for hospital where nurse work in a comfortable environment and all required facilities fulfilled.

d. Management / Leadership

Based on employee satisfaction documents, the authors obtained the result that there were 35 people (0.72%) who had a good working relationship with the leaders in the hospital and there were 13 people (0.28%) who did not have a good relationship with the leadership. Leaders refresh and provide nurses with opportunities to develop skills. With the results obtained that the management get a positive effect on the performance of nurses where the better the working relationship between nurses with leadership / management, the higher the performance. Good leadership variable will make it easier for the hospital to improve the quality. Hospital leaders can improve the quality of the hospital by obtaining high commitment and cooperation from nurses. This can be obtained by a good relationship between management and nurses.

Internal Variables

a. Nursing Satisfaction to Hospital

Based on employee satisfaction documents, from 48 nurses. There were 16 people (0.34%) who were satisfied to hospital and 32 people (0.66%) who were dissatisfied to hospital. The results show that nurses have low satisfaction levels in hospitals. With the results obtained that the negative influence of satisfaction on performance, it can be concluded that job satisfaction has an influence on the low performance of nurses at Mufid Aceh General Hospital. The results of low nurse satisfaction will affect the quality of the hospital, because the quality of services provided will also decrease. Nurses will provide services with no optimal and this will affect the quality and income of the hospital.

b. Job Description according to education

Based on employment documents, the authors obtained the result that 15 graduates of Ners get Clinical Assignment I with structural placement, that 23 graduates of Diploma with 5 years work experience get Clinical Assignment II with nurse placement, and graduates of Diploma with work experience 9 year get Clinical Assignment III with placement in special unit. Thus the placement and Job Description provided by the Hospital has been in accordance with the nurse's education, the clinical authority documents also provide similar results of conformity. Thus, it can be concluded that there is a positive influence between the suitability of the job description with the performance of the nurse. Where the more appropriate Job Description given the higher the performance. Good Job Description variable results prove that the quality of nurses at Mufid Aceh General Hospital is good. Good appropriate Job Description given the higher the performance. One of the indicators of hospital quality is to have professional health workers, in accordance with their education and competence.

c. Work-related Stress

From the results of performance appraisal reports of nurses. The results obtained that the craft only 11%, skills 23%, 15% responsibility and discipline 18%. This result shows that nurses experience work-related stress. This is because the workload given to them exceeds their capacity. This results in exhaustion and high saturation, resulting in a sense of laziness to work and unable to assume job

responsibilities. With results indicating that work-related stress has a negative effect on performance, it can be concluded that work-related stress has an effect on the low performance of nurses at Mufid Aceh General Hospital. This conclusion is consistent with what Handoko stated in Astianto (2014) that job stress is a condition of tension that affects the emotions, thinking processes and conditions of a person. Excessive stress can threaten a person's ability to cope with the environment. ^[12] The stress variable gives bad results illustrates the poor quality of hospital services. Nurses who are stressed will not be able to work well and the risk of mistakes in providing servicing will be high.

d. Short Work Period

According to the personnel file, the authors obtained the result that from 48 nurses working at Mufid Aceh General Hospital, only 8 people (0.16%) were permanent employees (more than 4 years), while the remaining 25 people (0.53 %) is the first contract employee (2 years working period) and as many as 15 people (0.31%) are new employees (apprentices). In addition there are data of nurses who resigned in 2017 as many as 35 people. This illustrates that the working period at Mufid Aceh General Hospital is very short, it can provide insecurity against the nurses who are still working, due to not knowing the cause of the high number of nurses who resigned. However, it can be concluded that a short tenure gives a negative effect on the performance of the nurse.

e. Work motivation

Based on quality documents and employee performance appraisals. The authors obtained results that only 24 people (0.5%) nurses who have motivation to work, while 24 other nurses (0.5%) have low work motivation. This work motivation assessment is viewed from: good work results, working in accordance with established standard procedures, and making positive changes. According to the authors, this is due to the fatigue experienced by nurses due to excessive workload and the number of nurses who are still inadequate so that nurses have no motivation in working. So the authors conclude that the low motivation of work get a negative effect on the performance of nurses. Thus the low work motivation has an effect on the performance of the nurse. The result of low motivation to describe the Mufid Aceh General Hospital will be difficult to make improvements and changes in the future. Mufid Aceh General Hospital should have high-motivated nurses in order to have new ideas for planning improvements in hospital.

DISCUSSION

From the results of research with document review techniques obtained the result that each nurse has a different factor - different that gives effect to the performance. This is evident from the results of various performance. Study also revealed the planning and management of Human Resources at Mufid Aceh General Hospital has not run well. From examination of nursing documents conducted then the authors obtained the external and internal factors affecting the performance of nurse in Mufid Aceh General Hospital, including high workload, low job satisfaction, stress due to high work, short working period, and low work motivation. We arranged an Empirical Problem Tree to be able to see the expected impact of the nurse's performance at Mufid Aceh General Hospital and the factors needed for the impact to be achieved, as shown in the Figure 1.

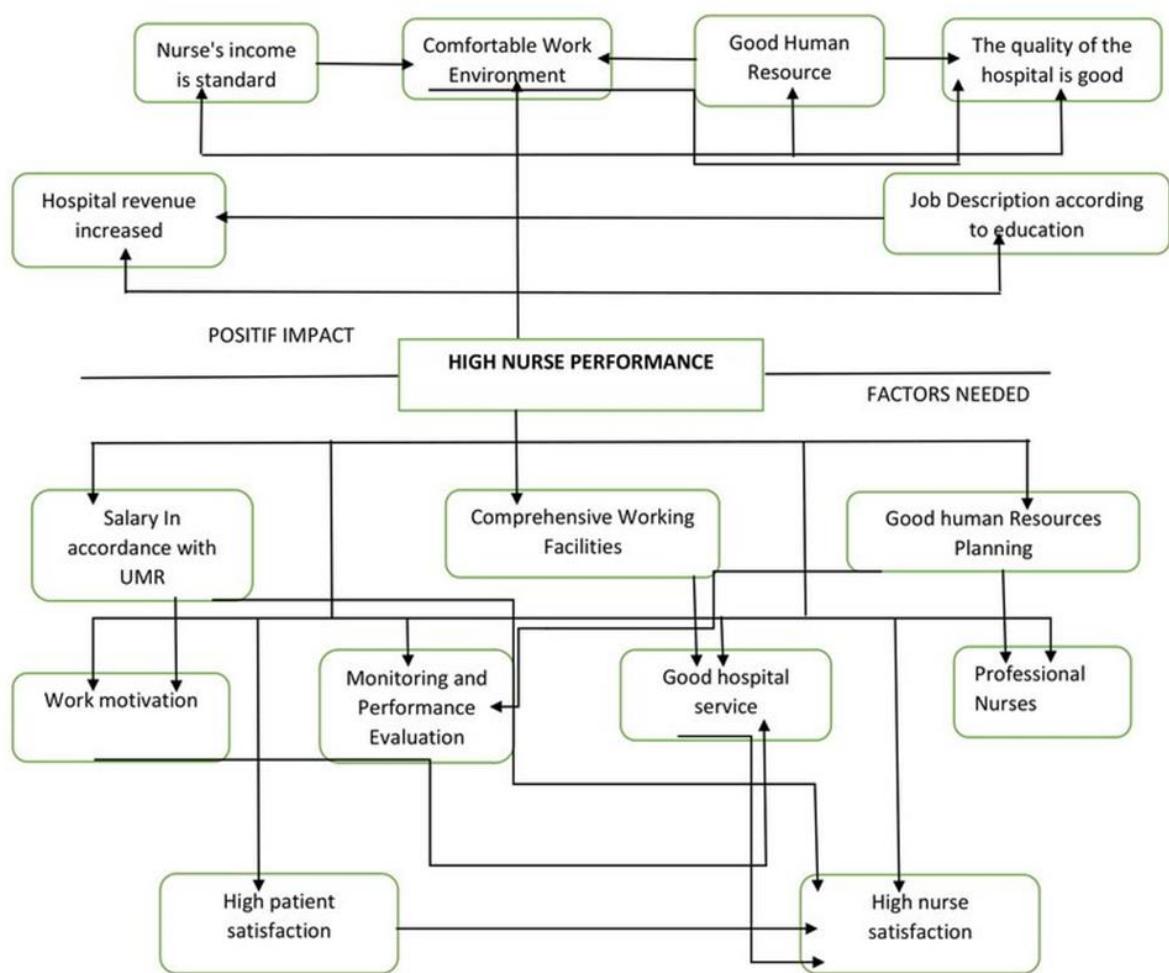


Figure 1. Empirical Problem Tree: Factors affecting the performance of nurse in Mufid Aceh General Hospital

CONCLUSION

Mufid Aceh General Hospital still has quite a lot of problems in the management of human resources, especially nurses. High workload is one of external factors that mostly affect the nurses' performance at Mufid Aceh General Hospital which cause the risk of fatigue and results with ineffective works. We also found the internal factors that affect the performance of nurses at Mufid Aceh General Hospital, including low working satisfaction among the employees to the hospital; stress due to work; short work period; and the absence of work motivation. When viewed from the results of research, it is necessary role leaders to improve the performance of nurses. For that, the improvement of work system and its implementation is needed to fix the problem of the performance of nurses at Mufid Aceh General Hospital.

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