

PERFORMANCE OF NURSES IMPLEMENTING IN PATIENT ROOM BAGAS WARAS KLATEN HOSPITAL

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Abstract: *This is a quantitative study aimed at determining the degree of influence and significance of competency characteristics, work motivation, work experience, and work environment on the performance of nurses working in Bagas Waras Klaten Hospital. The population in this study was the managing nurse in the Bagas Waras Klaten Hospital's hospital room, which had a total of 116 people. The model used in this study was an implementing nurse in the hospital room of Bagas Waras Klaten Hospital who met specific criteria set. Based on the requirements set, the sample in this study amounted to 85 implementing nurses in the hospital room bagas Waras Klaten Hospital Multiple linear regression tests done with SPSS software are among the data analysis approaches employed by statistical analysis. Based on the findings of hypothesis testing and discussions, it can be concluded that competence, work experience, work motivation, and work environment all have a beneficial impact on Bagas Waras Klaten Hospital nurses' performance.*

Keywords: *Competence, Work Motivation, Work Experience, Work Environment, Nurse Performance.*

1. Introduction

Along with the millennial era, many agencies are required to maximize employee performance. This means that agencies must analyze factors that can affect employee performance. In overcoming this, human resources (HR) is the main thing that must be considered its development because good and professional human resources will be beneficial in maximizing performance in a company. With good human resources, the resulting performance will affect the progress of the agency and vice versa if the performance of an agency is not good, it will hamper the progress of the agency. Employee competence, work experience, motivation, and work environment are all factors that can increase employee performance. Employee competence, work experience, motivation, and work environment are all factors that can increase employee performance.

Competence has a crucial role in achieving the goals of the agency. Competence is an individual's ability shown by performance in either his position or their job. Competence is indispensable in every human resource process. The more competence is considered, the more it increases its performance. By research conducted by (Sutarto et al., 2016), (Setiawan & Rahayu, 2020), (Dachlan et al., 2020) and (Prihandhani & Gandari, 2019), competence has a positive and significant effect on the performance of nurses.

In general, companies are more likely to choose an experienced workforce because they argue that skilled workers are more productive when compared to inexperienced ones. Work experience is not only in terms of skills, skills, and abilities, but work experience can be seen from the experience of someone who has worked or worked in an agency. The more experience he has, the more skilled he will be in carrying out his job. To measure the level of expertise that can be seen with the level of knowledge possessed and the level of skills an employee has mastered. With a lot of experience, the mastery of skills is increasing. In line with research conducted (Prasetyo & Wasis, 2019), (Suciati & Sutiyono, 2017) and (Mattalatta et al., 2020) that work experience positively affects the performance of nurses.

Employee performance is influenced by psychological elements such as job motivation, in addition to competence and work experience. Employee motivation has a big positive impact on their productivity. Increased enthusiasm and readiness to work on a voluntary basis will lead to better work and increased production. Simultaneously, someone with low job drive will work haphazardly and will not strive for maximum achievements. Work motivation favorably affects nurse performance, according to study done by (Sutriyati et al., 2020), (Dachlan et al., 2020), and (Prihandhani & Gandari, 2019).

Good working environment conditions are one of the factors supporting employee productivity that ultimately has an impact on increasing employee performance levels. Good environmental conditions can increase employee morale that will be able to improve employee performance. This is in line with study from (Phinari & Bernarto, 2020), (Yosiana et al., 2020), (Rumoning 2018,) and (Yulizar, 2019), which found that the workplace had a considerable favorable impact on performance.

In accordance with The Regent's Regulation Klaten No. 51 of 2020 concerning the Establishment of The Position of The Organization of Duties and Functions and Work Procedures of Bagas Waras Regional General Hospital Klaten Regency is a health service institution that organizes individual health services in full, provides inpatient services, outpatient, emergency department, and provides health services in all fields and types of diseases. Bagas Waras Regional General Hospital klaten regency located on Jalan Ir. Soekarno Km. 2 Buntalan Klaten has an employee of 469 people consisting of State Civil Apparatus (ASN) and Non ASN / BLUD. The number of nurses is 167. All nurses are expected to have good performance that can improve health services in hospitals.

In the current condition, the covid-19 pandemic is almost felt by all communities in the world, including the nursing profession. Currently, nurses have their own challenges in providing nursing services at the risk of being victims of exposure to Covid-19 and allowing a decrease in nurse performance. Bagas Waras Klaten Hospital, one of the hospitals in Klaten, becomes a referral of covid-19 patients, this will affect the performance of nurses indirectly.

This study will retest the influence of competence, work experience, motivation, and work environment on nurse performance, based on the problems at Bagas Waras Hospital and the importance of employee performance, as well as the results of previous research that vary on variables that affect nurse performance.

Sutarto et al. (2016) researched 50 nurses at Dr. Soedirman Mangun Sumarso Hospital, Wonogiri, showed that competence affects nurse performance. Siregar et al. (2020), who examined a sample of 73 nurses at Permata Bunda Medan Hospital, collaboration and compensation had a considerable favorable effect on nurse performance, according to the study's findings. Setiawan and Rahayu (2020) also found the same conclusion that competence affects the performance of nurses. Similar studies also showed the same results that competence has a

significant effect on the performance of nurses (P. Siregar et al., 2020). Dachlan et al. (2020), in their research, stated that competence affects the performance of nurses, then Prihandhani and Gandari (2019), in their study, concluded that competence affects the performance of nurses. From the results of these studies, the hypotheses formulated are:

H1: Competence positively affects the performance of nurses in the Hospital Inpatient Room Bagaswaras Klaten Hospital.

Prasetyo and Wasis research (2019), using a sample of 40 nurses nadhotul ulama jombang hospital, explained that work experience positively affects the performance of nurses. The results of Suciati and Sutiyono 's research (2017) examined a sample of 36 nurses at dr. Raden Soedjati Soemodiardjo Purwodadi Hospital showed collaboration and compensation had a considerable favorable effect on nurse performance, according to the study's findings.

H2 : Work experience has a positive effect on the performance of nurses in the Hospital Inpatient Room Bagas Waras Klaten Hospital.

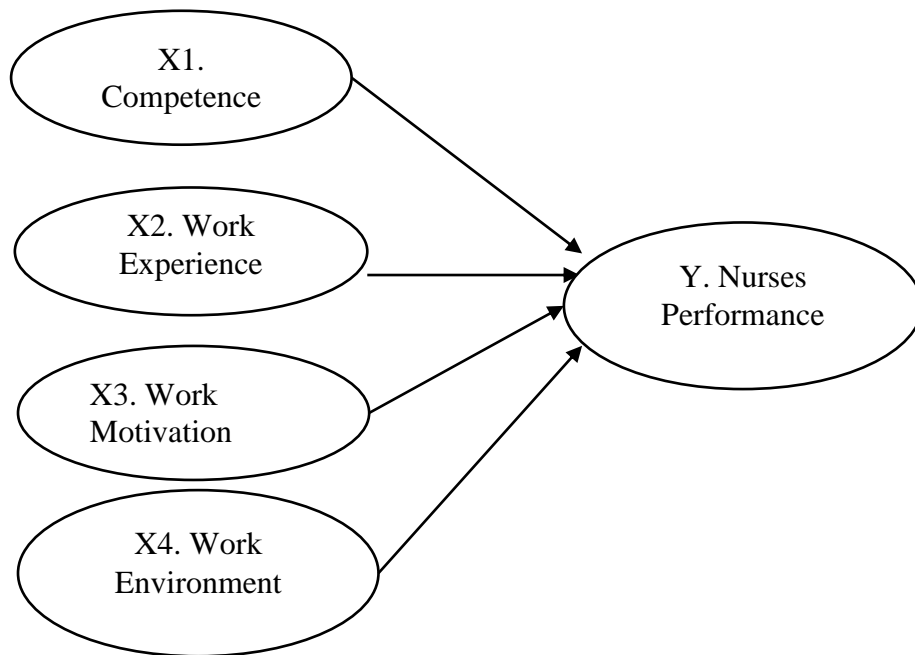
According to Sutriyati et al. (2020), in their study of 36 nurses at the Sekayu Muba Hospital inpatient installation, work motivation has a positive effect on nurse performance. In 68 bpjs employment examiners in Indonesia, Dachlan et al. (2020) discovered evidence that job motivation had a positive and significant effect on nursing performance. Prihandhani and Gandari (2019) discovered a considerable association between competence, workload, and nursing performance in a research of 140 implementing nurses in the Tabanan General Hospital inpatient ward, however motivation had no significant relationship with nurse performance. Based on the outcomes of numerous of these research, the following hypothesis was formulated.

H3 : Work motivation has a positive effect on the performance of nurses in the Hospital Inpatient Room Bagaswaras Klaten Hospital.

According to Phinari and Bernarto's research (2020) on 55 nurses in Bali, the work environment has a positive and significant impact on nurse performance. In a study of 113 nurses at The Health Center, Yosiana et al. (2020) discovered that the work environment had a positive and significant impact on nurse performance. In a study of 59 nurses in Asmat and Yulizar District Hospitals (2019), as well as 120 public servant nurses at Bangkinang Hospital, Rumoning (2018) discovered that the work environment had a positive and significant impact on nurse performance. Based on the outcomes of numerous of these research, the following hypothesis was developed:

H4 : The work environment has a positive effect on the performance of nurses in the Hospital Inpatient Room bagaswaras Klaten Hospital.

A frame of mind is a model of how a theory with factors that have been identified as necessary. To facilitate understanding in conducting this research, a theoretical research framework can be created to test and analyze the amount of influence and signification between competency variables, work motivation, work experience.



2. Research Method

The research method used in this study is descriptive quantitative research. The purpose of this study is to assess the impact and significance of competency characteristics, work motivation, work experience, and work environment on nurse performance in Bagas Waras Klaten Hospital. The study was conducted over three months of data collection in observations, questionnaires, and interviews.

The population in this study was the managing nurse in the hospital room of Bagas Waras Klaten Hospital, which numbered 116 people. The sample is part of the number and characteristics possessed by the population (Sugiyono, 2016). The model used in this study was an implementing nurse in the hospital room of Bagas Waras Klaten Hospital who met specific criteria set. Based on the requirements set, the sample in this study amounted to 85 implementing nurses in the hospital room bagas Waras Klaten Hospital. The model is used to research a population study if the number of respondents is fewer than 100. When the number of responders exceeds 100, sampling is done at a rate of 10% -15 percent, 20% -25 percent, or higher (Arikunto, 2012: 112).

The data analysis technique in this study is multiple linear regression using SPSS software. Before analyzing data with multiple linear regression has been conducted instrument tests and classical assumption tests first in concluding this research data so as not to be biased so that it is worth the research.

3. Results and Discussion

3.1. Results

Regression analysis measures how much influence between free variables and bound variables. Multiple linear regression tests are used to know the pattern of bound variables that can be predicted through free variables. Multiple linear regression aims to estimate the

magnitude of the regression coefficient and indicates the importance of the influence of some free variables on bound variables.

Table 1
Multiple Linear Regression Analysis Test Results

Variable	Coefficient	Significant	Description
Coefficient	7,883		
Competence (X ₁)	,593	,000	Significantly positive
Work Experience (X ₂)	,322	,008	Significantly positive
Work Motivation (X ₃)	-,156	,033	Significant negative
Work Environment (X ₄)	,137	,048	Significantly positive

Source: Primary data processed in 2021

The regression equation is as follows:

$$Y = 7,883 + 0,593X_1 + 0,322X_2 - 0,156X_3 + 0,137X_4 + e$$

Description :

- a = 7,883 , Constant of 7,883 means that if the variables of competence, work experience, work motivation, and work environment are constant / there is no change, then the nurse's performance will be positive.
- b₁ = 0,593 , The regression coefficient on the competency variable of 0.593 indicates that if employees have good competence then the performance of nurses is also increasing.
- b₂ = 0,322 , The regression coefficient on the work experience variable of 0.322 indicates that if employees have good work experience then nurse performance also improves.
- b₃ = -0,156 , The regression coefficient on the work motivation variable of -0.156 indicates that if the employee has high work motivation, it will decrease the nurse's performance.
- b₄ = 0,137 , The regression coefficient on the work environment variable of 0.137 indicates that nurse performance also improves if employees have a comfortable work environment.

3.2 Hypothesis Test

Hypothesis testing is a method used to process research results to obtain a conclusion. In this study, the hypothesis tests used are:

a. F Test

The F test resulted in a Fscore of 27,136 and a significance value of 0.000 0.05 in the analysis. Thus, bagas waras klaten hospital nurses' performance is influenced by their competency, work experience, work motivation, and work environment. It's also feasible to conclude that the regression model used is accurate.

b. T Test

1) For competency factors, the t test analysis yielded a tscore value of 4,196 with a probability of 0.000 0.05. As a result, H₁ is acknowledged, which states that

competence has a considerable favorable impact on the performance of bagas waras klaten hospital nurses.

- 2) For job experience factors, the t test analysis yielded a thitung value of 2.726 with a probability of 0.008 0.05. As a result, H2, which asserts that work experience improves the performance of bagas waras klaten hospital nurses, is acknowledged.
- 3) For work motivation variables, the t test analysis yielded a thitung value of -2.168 with a probability of 0.033 0.05. As a result, H3, which claims that work motivation has a large favorable impact on the performance of bagas waras klaten hospital nurses, is dismissed.
- 4) For working environment variables, the t test analysis yielded a thitung value of 2.009 with a probability of 0.048 0.05. As a result, H4 is approved, which states that the work environment has a considerable favorable impact on the performance of bagas waras klaten hospital nurses.

3.3 Coefficient of Determination

The adjusted R Square value of 0.554 was obtained using the coefficient of determination to measure how far the model's ability to explain dependent variables. This means that competency variables, work experience, work motivation, and work environment can explain 55.4 percent of the variability of nurse performance variables. This meant that independent characteristics like competence, job experience, work motivation, and work environment influenced 55.4 percent of nurse performance, while variables not addressed in the study influenced 45.6 percent.

3.4. Discussion

a. The Effect of Competence on the Performance of Nurses Bagas Waras Klaten Hospital

The results of this study showed that competence had a significant positive effect on the performance of Bagas Waras Klaten Hospital nurses. The competence of nurses also affects the quality of service provided. The higher the competence, the higher the performance of nurses will increase. This means that with the competence possessed through knowledge, ability and experience, the performance of nurses will increase.

Competence is the essential ability of a nurse that is used as a reference to remaining effective in the workplace in any situation that is considered to affect the nurse's performance. Nurses' competence can help the work itself so that the nurse can solve problems with the knowledge he has. The competence of nurses is also by their respective fields of duty to facilitate working (Candra & Fatimah, 2020).

From the results of the dissemination of questionnaires, the results of the findings that the competence of nurses is already high, this can be seen from the knowledge of nurses who are sufficient in supporting the work handled, nurses always try to learn to improve their knowledge, the technical expertise that nurses have is by the field of work that nurses take, nurses have the ability to identify problems arising in work handled.

The results of this study are in line with the research conducted by (Sutarto et al., 2016); (Y. L. Siregar, 2020); (Setiawan & Rahayu, 2020); (Dachlan et al., 2020) and (Prihandhani & Gandari, 2019) that competence affects the performance of nurses. Competent nurses are able to provide safe services in accordance with the responsibilities set by the nursing profession (Groves, 2014).

b. Effect of Work Experience on The Performance of Nurses Bagas Waras Klaten Hospital

This study showed that work experience had a significant positive effect on the performance of Bagas Waras Klaten Hospital nurses. This means that a person's better and more work experience will improve his performance. Work experience shows the ability or skill that a person has. A person who already has work experience will undoubtedly be easier to understand a similar job than a person who does not have experience.

The working period of nurses at Bagas Waras Klaten Hospital is mostly >5 years, where these results show that nurses have enough experience in carrying out their duties. Various life experiences in the form of happiness and sadness will make a person more familiar with himself, more skilled in self-control, self-motivation, understanding others, having social skills, empathizing, and being able to relate well to others (Suciati & Sutiyono, 2017).

The results of this study are in line with the research conducted by (Prasetyo & Wasis, 2019); (Suciati & Sutiyono, 2017); and (Mattalatta et al., 2020) that work experience affects the performance of nurses. The longer a person performs, the more experience he has, better communication. Where in work one must be able to apply knowledge to succeed well. For that, one's experience is necessary for the nurse to be very close with others while working.

c. Effect of Work Motivation on The Performance of Nurses Bagas Waras Klaten Hospital

The results of this study showed that work motivation negatively affected the performance of Bagas Waras Klaten Hospital Nurse. The results showed that motivation did not entirely affect the performance of nurses. Researchers assume that in the condition of the covid-19 pandemic and non-civil servant nurses BLUD, there is no certainty of the appointment of permanent employees BLUD, so this does not act as a driver of employees working harder. If the leadership gives employees positive motivation, employees will feel appreciated so that employees are happy at work. Although the motivation owned by high employees is related to meeting needs, if not followed by a poor relationship with the leader will reduce their performance.

The results of the study are back with research conducted by (Sutriyati et al., 2020); (Dachlan et al., 2020); and Prihandhani and Gandari (2019) that leaders must pay attention to work motivation to improve the performance of nurses. In theory, it is said that performance is a function of ability and motivation, and knowledge and motivation are necessary conditions of performance. The power is high if you do not have motivation will also not be able to improve performance; otherwise high cause but do not have the ability will also be difficult to improve performance.

d. Impact of The Work Environment on the Performance of Nurses Bagas Waras Klaten Hospital

This study showed that the work environment had a significant positive effect on the performance of Bagas Waras Klaten Hospital nurses. This means that the more conducive and viable the nurse's work environment can improve its performance. The work environment is essential to produce positive employees, and the quality of the work environment is said to significantly influence the level of performance and motivation of employees' work.

The work environment is an internal and external condition that can affect the spirit of work to be expected to be completed faster and better. If the work environment is better, then the nurses will feel comfortable with where they work and ultimately impact the performance of

Bagaswaras Klaten Hospital nurses who are improving and providing maximum performance results.

The findings of this study agree with those of (Phinari & Bernarto, 2020); (Yosiana et al., 2020); and (Rumoning, 2018), who found that a pleasant and appropriate work environment has an impact on nurses' performance. The more pleasant the working environment, the better the results. The work environment is divided into two categories in theory: physical and non-physical work environments. The state of infrastructure facilities or work facilities is part of the physical work environment. At the same time, the non-physical environment is related to interpersonal interactions, such as the relationship between the leader and subordinates, the relationship between associates and the relationship between one part and the other.

4. Conclusion

The purpose of this study is to determine the extent to which competence, job experience, work motivation, and work environment affect the performance of bagas waras klaten hospital nurses. According to the findings of the research and hypothesis testing, competence, job experience, work motivation, and work environment all have a beneficial impact on bagas waras klaten hospital nurses' performance. Based on the findings of the research and discussions, the adjusted R Square (R²) value of 0.554 indicates that independent variables such as competence, work experience, work motivation, and work environment have a 55.4 percent impact on nurse performance.

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