

THE EFFECT OF PSYCHOLOGICAL FACTORS AND THE ORGANIZATION OF NURSE PERFORMANCE AT MITRA MEDIKA HOSPITAL

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Abstrak: The performance of nurses must be based on a high ability to form so the performance to support the implementation of tasks in nursing services. Performance is a result of a person devoted to the task in an organization. The aim of research to determine the effect of Psychological Factors and the Organization of Nurse Performance at Mitra Medika Hospital. This research is a study that used a cross-sectional design, the samples were taken by using total population as many as 86 nurses. The collection of data taken from primary and secondary data. Analysis of the data used to determine the relationship variables using chi-square test. Measuring instrument used was a questionnaire. The results showed that most respondents have a good attitude in the category as many as 46 respondents (53.5%), motivation in both categories is 50 respondents (58.1%), in the category of no good responsiveness as many as 46 respondents (53, 5%) and reward category is not good that as many as 50 respondents (58.1%). The conclusion of this study indicate that all psychological and organizational factors influence the performance of nurses at Mitra Medika Hospital. For Mitra Medika Hospitals suggested this study can be used as one indicator in determining policies related to efforts to improve the performance of health workers in providing care for patients.

Keywords : Psychological Factors and the Organization, Performance

PENDAHULUAN

Health development is an inseparable part of national development. Health development aims to increase awareness, will and ability to live healthily for everyone in order to achieve the highest level of public health, as an investment for the development of socially and economically productive human resources.

In Law Number 36 of 2009 concerning health, it is stated that the aim of health development is to increase awareness, will and ability to live healthily for everyone in order to achieve optimal levels of public health. To achieve these health development goals, directed and integrated efforts must be made, one of which is the preparation of Human Resources (HR) that are able to meet the demands and needs of current and future development. (1)

Hospitals as one of the public service institutions which are influenced by developments in health science, technological advances and the socio-economic life of society must be able to improve higher quality services. The low quality of hospital services will influence patient dissatisfaction with the quality of services which is influenced by the quality of services provided by the hospital. (2)

Health services are health services that always strive to meet patient expectations so that patients will always feel indebted and very grateful. Health service providers must understand the health status and health service needs of the communities they serve and educate the community about basic health services and involve the community in determining how to most effectively provide health services. (3)

Nursing as a profession and nurses as professional staff and are responsible for providing nursing services according to their competence and authority independently or in collaboration with other health members. The nursing profession is an integral part of the health service system and is the main key to the success of health services. (4)

The performance of nurses must be based on high ability to form so that performance supports the implementation of tasks in nursing services. Performance is the result of a person's work which is aimed at being in accordance with the tasks in an organization. Nurse performance is the application of skills or learning that has been received while completing a nursing education program to provide services and be responsible for improving health, preventing disease and providing services to patients. (5)

The function of nurses in carrying out activities is to help individuals, both healthy and sick, from birth to death, helping to carry out daily activities independently, using the strength, will or knowledge they have. (6)

The main problem with nurses' performance in nursing services is the lack of highly educated nurses, inadequate skills, many nurses who are less friendly towards patients, less patient in dealing with patients. The problem is of course not only a friendly or patient attitude, but also a high performance burden and unclear regulations for nurses (7).

Even at this time the development of nursing services is still very far behind compared to the development of other medical services, it can be seen from consumers that they still feel that there are many shortcomings in the performance of nursing that they assess, for example competitiveness and competence that have not met the demand for health services. (8)

Performance is basically related to the actions carried out by employees and is influenced by their personality. Performance also refers to overall behavior and activities that support the achievement of company goals. So employees who have high performance are employees who are able to provide the best work results and quality so that it has an impact on the operational effectiveness of the company. As a multidimensional concept, performance is often not easy to explain in more detail when applied to work. Performance is not only related to work but also depends on its performance. The work process is also a complex factor because it has a variety of components that influence it. One of them is psychological capital where psychological capital is closely related to job performance.

KERANGKA TEORI

Behavioral studies find other equally important factors related to psychological health generally known as well-being. Well-being is also a concept in positive psychology which can describe a person's happiness and satisfaction with their life. For companies, this concept is very important. Welfare can help employees optimize their functions, which will have a positive impact on the resulting performance. This research tries to examine the relationship between chronological psychological capital, work well-being and work performance.

Research results from Irawan (2015) show that at a 95% confidence level ($\alpha=0.05$) individual factors have a significant effect on employee performance. Individual factors, psychological factors and organizational factors have a direct positive effect on performance. Individual factors have a

Ella Adhistry,dkk: The Effect of Pshycological Factors and The Organization of Nurse Performance at Mitra Medika Hospital direct positive influence on employee performance and psychological latent variables have a significant influence on employee performance (9).

The results of other research also found that individual factors, psychological factors and organizational culture significantly influence performance (13).

The same incident also occurred at Mitra Medika Hospital, where initial survey results showed that the bed occupancy rate or Bed Occupancy Ratio (BOR) at the Hospital in January-June 2021 was 42%. This indicator provides a low level of hospital bed utilization and decreased nurse performance. The ideal BOR parameter value in a hospital is between 80%. This is in line with the results of observations of 6 nurses where the nurses had poor performance, such as not being quick enough to treat patients. This is due to psychological factors felt by nurses which have an impact on work behavior.

Based on the description above, the author feels interested in conducting research entitled "The Influence of Psychological and Organizational Factors on Nurse Performance at Mitra Medika General Hospital".

METODE PENELITIAN

The research design used in this research is an analytical survey with a cross sectional approach, namely a study to study the dynamics of the correlation between risk factors and effects, by approaching, observing or collecting data at one time (point time approach), meaning, each Research subjects are only observed once and measurements are made of the subject's character status or variables at the time of the examination. (12).

The location chosen for this research was Mitra Medika Hospital. The population in this study was all 86 nurses in the hospital. The sampling technique in this study used Total Population, namely the sampling method taken from the entire population, the sample taken was 86 nurses.

HASIL DAN PEMBAHASAN DESKRIPSI UMUM SUBJEK PENELITIAN

Analisis Univariat

1. Distribusi Responden Berdasarkan Sikap

Tabel 2. Distribusi Frekuensi Responden Berdasarkan Sikap Perawat di Rumah Sakit Mitra Medika

No.	Sikap	Jumlah	
		f	%
1	Baik	46	53,5
2	TidakBaik	40	46,5
Jumlah		86	100,0

Based on table 2 above, it can be seen that of the 86 respondents, 46 respondents (53.5%) behaved well and 40 respondents (46.5%) behaved unfavorably.

2. Distribusi Responden Berdasarkan Motivasi

Tabel 3. Distribusi Frekuensi Responden Berdasarkan Motivasi Perawat di Rumah Sakit Mitra Medika

No.	Motivasi	Jumlah	
		f	%
1	Tinggi	50	58,1
2	Rendah	36	41,9
Jumlah		86	100,0

Based on table 3. above, it can be seen that of the 86 respondents, 50 respondents (58.1%) had high motivation and respondents who had less work motivation were 36 respondents (41.9%).

3. Distribusi Responden Berdasarkan Ketanggapan

Tabel 4. Distribusi Frekuensi Responden Berdasarkan Ketanggapan di Rumah Sakit Mitra Medika

No.	Ketanggapan	Jumlah	
		f	%
1	Baik	40	46,5
2	TidakBaik	46	53,5
Jumlah		86	100,0

Based on table 4. above, it can be seen that of the 86 respondents, 40 respondents (46.5%) answered the responsiveness provided in the category and the respondents who were not good were 46 respondents (53.5%).

4. Distribusi Responden Berdasarkan Imbalan

Tabel 5. Distribusi Frekuensi Responden Berdasarkan Imbalan Perawat di Rumah Sakit Mitra Medika

No.	Imbalan	Jumlah	
		f	%
1	Baik	36	41,9
2	Kurang	50	58,1
Jumlah		86	100,0

Based on table 5. above, it can be seen that of the 86 respondents, 36 respondents (41.9%) received good rewards and the respondents who had less rewards were 50 respondents (58.1%).

5. Distribusi Responden Berdasarkan Kinerja

Tabel 6. Distribusi Frekuensi Responden Berdasarkan Kinerja di Rumah Sakit Mitra Medika

No.	Kinerja	Jumlah	
		f	%
1	Baik	41	47,7
2	Kurang	45	52,3
	Jumlah	86	100,0

Based on table 6. above, it can be seen that of the 86 respondents, 41 respondents (47.7%) had good performance and 45 respondents (52.3%) had poor performance.

Analisis Bivariat

1. Hubungan Sikap dengan Kinerja Perawat di Rumah Sakit Mitra Medika

Tabel7. Tabulasi Silang antara Sikap terhadap Kinerja Perawat di Rumah Sakit Mitra Medika

No	Sikap	Kinerja Perawat				Total	Sig -p
		Baik		Kurang			
		f	%	f	%		
1	Baik	3	36,	1	17,	4	53,
		1	0	5	4	6	5
2	Tidak Baik	1	11,	3	34,	4	46,
		0	6	0	9	0	5
Total		4	47,	4	52,	8	100
		1	7	5	3	6	,0

Based on the cross tabulation between attitudes and nurse performance above, it is known that 46 respondents had good attitudes, 31 respondents (36.0%) had good performance and 40 respondents (46.5%) had poor performance. Furthermore, of the 40 respondents who had poor attitudes, 10 respondents (11.6%) had good performance and 30 respondents (34.9%) had poor performance. Based on chi-square analysis, it was obtained that p was 0.00, meaning there was a relationship between attitudes and nurses at Mitra Medika Hospital.

2. Hubungan Motivasi dengan Kinerja Perawat di Rumah Sakit Mitra Medika

Tabel 8. Tabulasi Silang antara motivasi terhadap Kinerja Perawat di Rumah Sakit Mitra Medika

No	Motivasi Perawat	Kinerja Perawat				Total	Sig -p
		Baik		Kurang			
		f	%	f	%		
1	Tinggi	3	41,	1	16	5	58,
		6	9	4	,3	0	1
2	Rendah	5	5,8	3	36	3	41,
				1	,0	6	9

Total	4	47,	4	52	8	10	
	1	7	5	,3	6	0,0	

Based on the cross tabulation between motivation and nurse performance above, it is known that there were 50 respondents who had high motivation, 36 respondents (41.9%) had good performance and 14 respondents (16.3%) had poor performance. Furthermore, of the 36 respondents who had low motivation, 5 respondents (5.8%) had good performance and 31 respondents (36.0%) had poor performance. Based on chi-square analysis, p 0.00 is obtained, meaning there is a relationship between motivation and nurses at Mitra Medika Hospital.

3. Hubungan Ketanggapan dengan Kinerja Perawat di Rumah Sakit Mitra Medika

Tabel 9. Tabulasi Silang antara Ketanggapan terhadap Kinerja Perawat di Rumah Sakit Mitra Medika

N	Ketang o gapan	Kinerja Perawat				Total		Si g- p
		Baik		Kura ng				
		f	%	F	%	f	%	
1	Baik	2	25	1	20	4	46,	0,2 05
		2	,6	8	,9	0	5	
2	TidakB aik	1	22	2	31	4	53,	6 5
		9	,1	7	,4	6	5	
Tota		4	47	4	52	8	100	
1		1	,7	5	,3	6	,0	

Based on the cross tabulation between responsiveness and nurse performance above, it is known that of the respondents who had good responsiveness there were 40 respondents, 22 respondents (25.6%) had good performance and 18 respondents (20.9%) had poor performance. Furthermore, of the 46 respondents who had poor responsiveness, 19 respondents (22.1%) had good performance and 27 respondents (31.4%) had poor performance. Based on the chi-square analysis, it was found that p was 0.20, meaning there was no relationship between responsiveness and nurses. at Mitra Medika Hospital.

4. Hubungan Imbalan dengan Kinerja Perawat di Rumah Sakit Mitra Medika

Tabel 10. Tabulasi Silang antara Imbalan terhadap Kinerja Perawat di Rumah Sakit Mitra Medika

N	Imbal o an	Kinerja Perawat				Total		Sig -p
		Baik		Kuran g				
		f	%	f	%	f	%	
1	Baik	1	15,	2	26,	3	41,	0,0 68
		3	1	3	7	6	9	
2	Kuran g	2	32,	2	25,	5	58,	0 1
		8	6	2	6	0	1	

Total	4	47,	4	52,	8	100
	1	7	5	3	6	,0

Based on the cross tabulation between rewards and nurse performance above, it is known that of the respondents who received good rewards there were 36 respondents, 13 respondents (15.1%) had good performance and 23 respondents (25.6%) had poor performance. Furthermore, of the 50 respondents who had less compensation, 28 respondents (32.6%) had good performance and 22 respondents (25.6%) had less performance. Based on chi-square analysis, p 0.00 is obtained, meaning there is a reward relationship with nurses at Mitra Medika Hospital.

AnalisisMultivariat

1. Uji Regresi LogisticBerganda

Tabel 11. Variabel In The Equation

	B	S.E	Wal	d	Sig	Exp	95.0% C.I.for EXP(B)	
	B	.	d	f	.	p	Lo	Upp
))))))	wer	er
Ste Sikap	-	.60	7.02	1	.00	.20	.061	.658
p (1)	1.60	.6	9	1	.00	.20	.061	.658
1a	5	6	9	1	.00	.20	.061	.658
Moti	-	.71	19.2	1	.00	.04	.011	.176
vasi	3.14	8	16	1	.00	.04	.011	.176
(1)	7	8	16	1	.00	.04	.011	.176
Keta	.487	.63	.580	1	.44	1.6	.465	5.69
ngga	.487	.63	.580	1	.44	1.6	.465	5.69
pan	.487	.63	.580	1	.44	1.6	.465	5.69
(1)	.487	.63	.580	1	.44	1.6	.465	5.69
Imba	1.30	.64	4.03	1	.04	3.6	1.03	1
lan	1.30	.64	4.03	1	.04	3.6	1.03	1
(1)	1	8	1	1	.04	3.6	1.03	1
Cons	.773	.54	1.98	1	.15	2.1	.9	66
tant	.773	.54	1.98	1	.15	2.1	.9	66
(1)	.773	.54	1.98	1	.15	2.1	.9	66

So the results of the logistic regression test show that:

- a. The attitude variable has Sig (0.008) < α (0.05) and Exp (B) 0.201, so there is a significant influence between the independent variable (attitude) on the dependent variable (nurse performance) at Mitra Medika General Hospital.
- b. The motivation variable has Sig (0.000) < α (0.05) and Exp (B) 0.043, so there is a significant influence between the independent variable (motivation) on the dependent variable (nurse performance) at Mitra Medika General Hospital.

- c. The responsiveness variable has Sig (0.446) > α (0.05) and Exp (B) 1.627, so there is no significant influence between the independent variable (responsiveness) on the dependent variable (nurse performance) at Mitra Medika General Hospital.
- d. The reward variable has Sig (0.045) < α (0.05) and Exp (B) 0.043, so there is a significant influence between the independent variable (reward) on the dependent variable (nurse performance) at Mitra Medika General Hospital.

1. Uji Determinasi

Tabel 12. Hasil Uji Determinasi

Model Summary^b			
	-2 Log Ste likeliho p od	Cox & Snell R Square	Nagelkerk e R Square
1	73.769 ^a	.409	.546

Based on the summary table (b), it can be seen that the Nagelkerke R Square value = 0.546. This means that there is an influence of the independent variable on the dependent of 54.6%, while the remaining 45.4% is influenced by other factors not examined in this research.

HASIL PENELITIAN

1. The Influence of Attitude on Nurse Performance at Mitra Medika General Hospital

Based on the results of the multiple logistic test, the attitude variable has Sig (0.008) < α (0.05), so there is a significant influence between the independent variable (attitude) on the dependent variable (nurse performance) at Mitra Medika General Hospital.

According to researchers, attitude is one of the factors in determining a person's reaction. Likewise, in this study the majority of attitudes held by respondents were in the good category, so the response from nurses themselves to improve performance has been long and good. This shows that the better the attitude of the nurse, the higher the nurse's performance.

How someone behaves at work often depends on how they feel. Therefore, understanding how someone behaves depends on understanding their work attitude. Work attitudes are beliefs that contain cognitive and affective aspects which are psychological mental readiness to respond and act positively or negatively towards an object within the scope of work.

An employee's attitude has the potential to influence his interactions with others and his individual performance. Nurses' attitudes influence reactions to others, including colleagues, superiors and patients; attitudes

influence his perception of his work and his assessment of the organization. If an employee's job duties involve collaborating with others, his or her attitude can influence the success or failure of the group; This is influenced by his attitude in relationships with other people.

2. The Influence of Motivation on Nurse Performance at Mitra Medika General Hospital

Based on the results of the multiple logistic test, the motivation variable has Sig (0.000) $< \alpha$ (0.05), so there is a significant influence between the independent variable (motivation) on the dependent variable (nurse performance) at Mitra Medika General Hospital.

According to researchers' assumptions, motivation is one of the factors that can influence a nurse's performance. The research results show that hospital rule factors, rules that prioritize respect, togetherness, honesty and familiarity will increase work motivation quite significantly. Employee Mental Condition Factors, if an employee has a strong mentality he will still have work motivation even though the three factors above are less supportive.

3. The Effect of Responsiveness on Nurse Performance at Mitra Medika General Hospital

Based on the results of the multiple logistic test, the responsiveness variable has Sig (0.446) $> \alpha$ (0.05), so there is no significant influence between the independent variable (responsiveness) on the dependent variable (nurse performance) at Mitra Medika General Hospital.

According to researchers, responsiveness is one of the means that can build better nurse performance. Because basically responsiveness is one of the factors that can influence a person's performance. This is because responsiveness is a form of nurse activity in handling patients, so that the responsiveness carried out by nurses can see the performance produced by nurses. The better the facilities provided, the better the performance of a nurse.

4. The Effect of Rewards on Nurse Performance at Mitra Medika General Hospital

Based on the results of the multiple logistic test, the reward variable has Sig (0.045) $< \alpha$ (0.05), so there is a significant influence between the independent variable (reward) on the dependent variable (nurse performance) at Mitra Medika General Hospital.

According to reward researchers, reward variables will influence motivation variables, which in turn directly influence individual performance. Giving rewards has a greater influence on nurse performance compared to the group of nurses who were not given. This is because reward is a factor that is always expected by nurses, because with

appropriate rewards it will motivate nurses to improve their performance according to the rewards they get.

KESIMPULAN

Based on the results of the multiple variable logistic test (psychological and organizational factors have $\text{Sig} < \alpha (0.05)$, so there is a significant influence between the independent variables on the dependent variable at Mitra Medika General Hospital. Suggestions for research to improve their performance at home sick, in order to provide maximum service to patients.

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