

Analysis the Performance of Nursing Based on Work Culture in the Hospital of Nahdlatul Ulama Jombang

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Analysis the Performance of Nursing Based on Work Culture in the Hospital of Nahdlatul Ulama Jombang

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ABSTRACT

Not all nurses are able to carry out its performance well. There are several factors that influence nurse can't perform the appropriate standards set forth among them, the number of non nursing tasks that must be done, the limited amount of power nurse nurses and others. The importance of maintaining and improving the performance of a nurse in a Hospital, given the performance of the nurses is important as the wheel prime mover and spearhead of a hospital. Good bad judgment about the hospital will certainly be judged from his nurse performance especially when providing service to the community. The goal of research to analyze the performance of Nursing based on work culture in the Hospital of Nahdlatul Ulama Jombang. Design of the research are analytical quantitative with crosssectional approach. The variable are research were organizational climate, work ethic, discipline working as independent variables. The dependent variable as a performance. This research population are of all the nurses who served in the inpatient room at Hospitals of Nahdlatul Ulama Jombang amounted to 140 people. Samples taken with the technique of cluster random sampling as much as 103 respondents. Data is collected with instruments ceklist and processed in coding, editing, tabulating and scoring as well as tested with linear regression test. Linear regression results indicate that partially and simultaneously the value of p values < 0,05 so that there were influence on the climatic Organization, work ethic and discipline of work and the simultaneous influence of 88.6%. Employee performance can be affected by several factors including the climate of the Organization, work ethic and discipline work. An employee who has a high work ethic describes a high morale, and have a high work discipline will tend to have better performance.

Keywords: Organizational climate, work ethic, discipline working, performance

INTRODUCTION

Performance of nurses is one of the benchmarks of the performance of the Organization so that in this case the need to always evaluate the achievements of the work in order to maintain or improve the performance of the Organization and vice versa must be maintained or even always improved. The importance of maintaining and improving the performance of a nurse in a Hospital, given the performance of the nurses is important as the wheel prime mover and spearhead of a hospital. Good bad judgment about the hospital will certainly be judged from his nurse performance especially when providing service to the community. Performance improvement is intended to enlarge the advantage in the Organization of nursing, including improving the performance of the nurses as well as improve patient satisfaction as the recipient of nursing services. Improve the performance of the nurses of the hospital can not come instantly, but need some stimulus and support that can improve the performance of Hospital nurses in between the climatic conditions of the Organization, work ethic and discipline work (Alfabeta, 2011).

According to the Directorate of Health Nursing and Medical Keteknisian, Gadjah Mada University and the WHO, the component development of performance management nurses, consists of standard services, the description of the task, indicators of working nurses, monitoring and evaluation (Hasibuan, 2011). With good performance, it is expected the nurses can provide nursing care to the patient exactly. The performance of the nurses in the nursing care in accordance with the standards of practice of the professions that have been issued by Indonesia's National Nurses Union in the year 2000, that includes assessment, diagnosis, planning, implementation and evaluation. The fifth such components, when implemented properly by the nurse then the purpose of nursing care will be achieved (Hidayat, 2010). However, not all nurses are able to carry out its performance well. There are several factors that influence nurse can't perform the appropriate standards set forth among them, the number of non nursing tasks that must be done, the limited amount of power nurse nurses and others. According to the results of a study of the nursing and Medical Keteknisian Directorate of health, Gadjah Mada University and WHO are conducting research in four provinces namely Jakarta, North Sumatra, East Kalimantan and North Sulawesi, found data, that 47.4% of nurses don't have the explanation tasks in writing, 70.9% nursing never attend training during the last three years, 39.8% of nurses still carry out non nursing and has not developed a system of monitoring and evaluation of the performance of the nurses. The data indicate that the performance of the nurses still low (Arikunto, 2010).

Hospital Nahdlatul Ulama Jombang is a private health care institution located at JL. KH. Hashim Ash'ari No. 211 Balong Besuk, Diwek. And it is a type D hospital who have outpatient services, emergency care, hospitalization, radiology, endoscopy, laboratory, pharmaceutical as well as operative. The Hospital of Nahdlatul Ulama has a vision as a Centre for Professional health services, superior and Islami and the mission organized a health service with quality and affordable, creating a conducive work climate corresponding dynamic values akhlakul karimah, running a professional management system, improve the health infrastructure for the sake of customer satisfaction, develop potential / competency / work ethic and human resources, carry out dakwah islam/through service Health (RSNU profile Jombang, 2018). The hospital has 17 population of Jombang Nahdlatul Ulama 140 HR person nurses who have the duty to remain able to improve the services quality and affordable by the community in order to manifest the degree of health extended, though with the a lot of limitations. Based on the preliminary results of a study conducted researchers, judging from the number of DRILL (Bed Occupancy Rate) during the last two years, based on data from the hospital's publicist Nahdlatul Ulama Jombang year 2017 brings about a decrease in the number of DRILL from 66% in 2016 year decreased to 64% in 2017. The data is the data of total inpatient divisions at RS Nahdlatul Ulama Stubs that cover inpatient Division A, Division B, Division of inpatient hospitalization C, and intensive inpatient Division.

Researchers also conduct observation for 2 days in inpatient room in RSNU Jombang. On the observations found nurses rarely gives warm greetings on the patient, rarely listened to the complaints of the patient, are likely to only take action and order medical doctor, less attentive to the cleanliness and comfort of the patient, the Division of tasks did not go well and rarely gives compliments and touch on the patient. The results of the interviews of researchers with 4 (four) nurses in inpatient space, i.e. hospitalization, surgical diseases in children, and the heart. The researchers asked about the causes of the lack of professionalism of nurses towards patients in which they served. Two nurses mentioned the lack of professionalism is caused by many and less terstrukturnya the work of nurses, time shift service lots spent on activities outside of the work of nurses, such as repairing a damaged tool, tool take care of the problem of water, electricity and other things outside of the nursing task. Two nurses mentioned cause is less use of work environment, lack of motivation due to less oversight of management. The head of the room adding the cause of the less professional nurses is executing, the absence of reward and punishment from the fields of nursing, the lack of supervision of superiors. Based on interviews with the public relations section of the hospital, stating that there were complaints of patients entered into the suggestion box. Among these patients have complained about nurse less regard for the comfort of patients, nurses rarely respond to patients by providing answers

that are less understood the patient, and the patient complained of the presence of nurses who perform actions medical without a permit in advance.

Many factors affect the performance of other climate factors among nurses organization, discipline, work ethic, training, competency factors and environmental factors. In this study discusses the three factor climate organization, work ethic and discipline work. This election is based on the fact that these three factors are most often appear in theory to discuss the factors that affect the performance of the nurses (Alfabeta, 2011). Organizational climate conducive makes any existing personnel will know, understand and carry out the task, understanding rights and responsibilities, as well as the authority and responsibilities. The behavior of the human resources in the public aspect of the Organization's climate became the backbone for the activity of the Government and it is essential to measure the level of ability of the organizational units in carrying out otonominya. The more conducive climate organization in a public organization, increasing the productivity of work (wirawan, 2011).

According to Arita Muwam (2012) States the working climate in General can be regarded as unique characteristics in an organization. The working climate is the result of an action that has been taken either knowingly or unknowingly by a group effect on the behaviour of members of the organization. On the other hand, a work climate that appears within an organization is a major factor to determine the development of attitudes and behaviour of employees. While the discipline of work is a form of obedience of the person's behavior in complying with the provisions or the specific rules relating to employment, and put in place in an organization. Work discipline needs to be owned by everyone in 21er to make the life of the organization can be a safe, orderly and smoothly (Sunyoto, 2012).

The results of the research of Friedman (2010) shows that the existence of significant effects on variable discipline on performance Clerk Office of Tourism Culture Youth and sports City Sarolangun. According to Hasibuan (2011) factors of discipline very influential towards the performance of employees. The discipline normally proportional performance against an employee in a company, when the level of the working discipline employees well, then the level of performance of employees would also be nice. Enforcement of discipline that is too high can trigger stress or employee can also trigger the motivation of employees because some employees tend to be lazy to work when there is no enforcement of strict discipline. This phenomenon occurs frequently and directly or indirectly will influence the behavior of employees.

Another factor that is no less important can influence the rising performance of nurses is the work ethic gives an overview about the views and attitude of a person towards the work. This work ethic can be positive or negative so that can affect the Organization (Suwanto, 2013). As is the case in research Saleha (2016) prove that the employee's performance on a number of agencies can be improved by observing employee work ethic. In research Suriansyah, bearing (2015) mentioned that work ethic give significant effects against the performance of employees. According to sinamo (2011) work ethic is a set of positive workplace behavior that is rooted in strong cooperation, fundamental beliefs, accompanied a commitment total at work an integral paradigm. When associated with situations of human life that is being built, then a high work ethic will serve as an absolute requirement, which is grown in life. Because it will open up the view and attitude 20wards its human to assess to the hard work and painstaking, so can erode a desultory work attitude. Based on the above background, then a researcher interested in doing research on "Analysis The Performance Of Nursing Based On Work Culture In The Hospital Of Nahdlatul Ulama Jombang".

MATERIALS AND METHODS RESEARCH

Design of the research are analytical quantitative with crosssectional a 1) approach. The variable are research were organizational climate, work ethic, discipline working as independent variables. The dependent variable as a performance. This research population are of all the nurses who 5served in the inpatient room at Hospitals of Nahdlatul Ulama Jombang amounted to 140 people. Samples taken with the technique of scluster random sampling as much as 103 respondents. Data is collected with instruments ceklist and processed in coding, editing, tabulating and scoring as well as tested with linear regression test. Implementation started in October – Desember 2018.

RESULT OF THE RESEARCH

1. Bivariat analysis

Table 1. Spearman Rho test results between independent dan dependen variable at Nahdlatul Ulama Hospitals in Jombang At 2018Years

Independen variable	Dependen Variable	Corelation coefficient	P Value
Organization climate	Work Perfomance	0,429	0,000
Work Ethic	Work Perfomance	0,627	0,000
Work Dicipline	Work Perfomance	0,426	0,000

Based on the results in table 1. Spearman Rho test results between the independent variable and the dependent variable values p value = 0.00. So the P value < 0.05 so that there are relationships between the dependent variable independent variable.

2. Multivariat Analysis

a. Determination Coefficient Analysis

Table 2 Koefisien Determinasi Hasil Uji Regresi Linier

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.886 ^a	.784	.778	1.474

Predictors: (Constant), Organization Climate, Work Ethic, Work Dicipline

Based on the coefficient of determination shows the magnitude of the influence of all independent variables on the dependent variable. The influence is symbolized by R (correlation). in table 2 the value in column R is 0.886 meaning that the influence of the independent variable is 88.6% (0.886 x 100%), seeing the alternative values of R Square as a comparison of the effect accuracy is found that the R Square value is 0.784 which means 78.4%. The results showed that the Adjusted R Square value was 0.778 or 77.8% the influence of independent variables on the dependent variable.

b. Simultaneously Analysis

Table 3 Simultaneously Analysis At Linier Regretion Test

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	8293.072	3	2764.357	119.879	.000 ^b
	Residual	2282.889	99	23.059		
	Total	10575.961	102			

Table anova value sig. obtained registration with 0.00 < 0.05 then concluded that independent variable affect the dependent variables simultaneously.

c. Partially Analysis

Table 4 Partially Analysis At Linier Regretion Test

Model		Coefficients ^a				t	Sig.
		Unstandardized Coefficients		Standardized Coefficients	Beta		
		B	Std. Error				
1	(Constant)	3.486	2.865			6.217	.002
	Iklim Organisasi	.362	.062	.351		5.887	.000
	Etos Kerja	.393	.066	.384		5.981	.000
	Disiplin Kerja	.315	.061	.313		5.188	.000

Dependent Variable: Work Performance

- 1) organizational climate Variable obtained p value $0.000 < \alpha = 0.05$, so that H₀ is rejected and the H₁ is accepted. It can be concluded that organizational climate variables affect performance
- 2) Variable work ethic earned p value $0.000 < \alpha = 0.05$, so that H₀ is rejected and the H₁ is accepted. It can be concluded that variables affects the performance of the work ethic
- 3) Variable work discipline retrieved p value p value are $0.000 < \alpha = 0.05$, so that H₀ is rejected and the H₁ is accepted. It can be concluded that variables affects the performance of the work discipline
- 4) Based on the beta coefficient value shows that work ethic has the highest beta coefficient (B) which is 0.393 and is the dominant factor that influences nurse performance. Partial analysis results show that all values of the p value of the independent variable are $0.00 < \alpha = 0.05$ so that partially the organizational climate variable, work ethic and work discipline affect the performance of employees in Nahdlatul Ulama Hospital Jombang

DISCUSSION

A. Organizational Climate Influence on performance in Nahdlatul Ulama Hospitals At Jombang.

The results showed that of the 58 respondents stating climate organization supports there are 43 respondents (74.1%) whose performance is good and 15 respondents (25.9%) whose performance is less good. Spearman rho test results indicate the value of the p value = $0.00 < 0.05$ so test result bivariate analysis shows there is a connection between the climate of the organization with the performance of the employees. Based on its correlation coefficient indicates the values of 0.429 so this shows that both variables have a relationship that is quite closely.

According to Imam Ghozali (2012) says that the climate of the organization becomes very important because organizations that can create an environment where employees feel friendly can achieve full potential in view of key competitive advantage. organizational climate on organization of one with the other organization certainly experienced climate differences, different organizations that affect the behavior of HUMAN RESOURCES in the organization. Employees will feel that the climate that exists within its organization is good and fun when they can do something beneficial to the Organization and give rise to feelings of worth.

The results of this research show that there are organizational climate influence on performance clerk. According to the respondents if the climate of the organization supports the respondent carry out their work in such a beautiful and comfortable environment and a quiet environment will help the respondent in carrying out their tasks with a quieter and safer thus employee performance will further increase. The results showed that the Organization's internal conditions describe klim organization and is rooted in the culture of the organization. Generally the climate of the organization can easily be controlled by a leader or Manager. The climate of the organization is the perception of the members of the Organization regarding dimensions of organizational climate. Organizational climate influence the behavior of member organizations which then affect their performance and then affect the performance of the organization.

Based on the age of the respondents was obtained by most respondents aged 20-30 years and declared the organizational climate supports the performance of the respondent. This indicates that respondents were aged young adults where they have a high morale to its achievements or their ideals, so that if the Organization's perceived climate supports the performance of the respondent and they can shows better performance, because the respondents feel comfortable in their work is perceived. In addition of the educational background of the respondents, mostly graduates of the diploma in nursing and 3 stated that the climate of the organization supporting performance. This state indicates that the respondent attempted to reach achievements and their goals so that they can indicate how performance should be done so that respondents can achieve the expected goals and what kind of work environment that make them comfortable and safe in the works.

Based on the working period of the respondents, it was found that nurses who had worked for > 10 years, their performance was not good, because nurses who were too long in the zone were comfortable and experienced saturation in their work. Then it needs innovation new rules that must be made by management. For example making rules for rolling rooms, so that nurses can feel more challenged if they are in a new work space.

B. Work ethic Influences on performance in Nahdlatul Ulama Hospitals At Jombang.

The results showed that from 64 respondents who have a good work ethic there are 51 respondents (79.7%) performance is good and 13 respondents (20.3%) whose performance is less good. The results show the value of rho spearman $r = 0.627$ p value = $0.000 < 0.05$ so that results show there is a connection between the work ethic with the performance of employees. Based on the value of the correlation coefficient shows the value 0.627 so this shows that both variables have a close relationship.

Ethos derives from the Greek ethos character i.e., way of life, a person's habits, motivation or purpose of the person's moral as well as their view of the world, namely the image of, a way of acting or the most comprehensive idea regarding the order. In other words the ethos is the fundamental attitude of evaluative aspect against themselves and their world are reflected in his life (Sunyoto, 2012). Work ethic according to K.H. Toto Tasmara (2012) is the totality of her personality as well as his way of expressing, looked at, believe and give meaning to something, which encouraged him to act and won a charity or optimal performance (high performance).

High work ethic will open views and attitudes for assessing human adapt to high against the hard work and painstaking, so can erode the working attitude

the desultory, not oriented towards quality or quality of work. By adopting this attitude can menyesuaikan yourself and the personality of an employee can achieve optimal working results and also the employee's performance will increase. This situation describes the work ethic can assist in eliciting and can also improve the performance of each employee so that they can work optimally and what was the purpose of the Agency can be reached. The ability of employees in understanding the importance of a high work ethic should be owned by every pegawai because every organization is in need of hard work and high commitment of every employee. Any organization that always wanted to go ahead, will involve the Member to its performance, such as any organization must have an ethos

Work ethic that is owned by a person or group of people, will be a source of motivation for his actions, so as to improve the performance of employees.

Based on the age of respondents obtained the data that most respondents aged 20-30 years and has a good work ethic. This happens because the respondent is still young soul belongs to which they believe that by showing a good work ethic respondents can reach and good working achievements because they still had a chance and enough time lengths to achieve it. While based on the period of employment of the respondents showed most respondents had a working period of 10 years and have < work ethic is good. This indicates that respondents felt they still hadn't had enough experience so they should be able to demonstrate a good work ethic so they can grab the achievements and success in their work and they can demonstrate good performance.

C. The working Disciplines Influence on performance in Nahdlatul Ulama Hospitals At Jombang.

The results showed that the respondents had 62 of the discipline of a good working there are 45 respondents (72.6%) performance is good and the 15 respondents (27.4%) whose performance is less good. The results show the value of rho spearman test p value = 0.000 < 0.05 so that results show there is a connection between the disciplines of work performance with employees. Based on the value of the correlation coefficient shows the value of 0.426 so this shows that both variables have a relationship that is quite closely.

Sitorus, Ratna, (2011) mention that the discipline of work awareness, willingness and willingness work of others in order to be obedient and submissive to all the regulations and norms in force, kesadaaran work is voluntary and is the attitude of the call will be duties and responsibilities for an employee. Employees will comply with or working on all his duties well and not complying with its duties it by force. The willingness of employment is an attitude of the behavior and actions of a person who in accordance with the basic tasks as an employee. Employees must have principles and maximize the potential of the work, so that other employees to follow suit so that the soul can impart discipline in work (Robbins, 2012).

The results of this research show that discipline can affect the performance of one's work. Because a poegawai will do their job well and full of sense of responsibility when employees have a high work discipline. To dress a disciplined attitude of connecting work always on high, then the necessary regulations and penalties in such establishments. The discipline of work is an important component to help nurses working productively that will help increase the performance of employees. Based on the working times of the respondents showed most respondents had worked 10 years and had < level discipline. This shows that they still feel new to the work environment, then they should be able to demonstrate discipline and may affect the assessment of the performance of the respondent so that respondents can achieve success in a level their careers.

Based on the tenure of the respondent, the most respondents were working > 10 years and had a low level of discipline. This shows that the implementation of more stringent and punitive regulations that are appropriate, also does not take into account seniority so that nurses who have long worked will remain disciplined in complying with the rules and discipline in carrying out nursing care. So that good performance will be achieved in an organization.

D. Organizational Climate Influence, work ethic and discipline work against performance in Nahdlatul Ulama Hospitals At Jombang.

Organizational climate variable obtained p value 0.000 < value of $\alpha = 0.05$, so that H_0 is rejected and the H_1 is accepted. It can be concluded that organizational climate variables affect performance. Variable work ethic earned value p value 0.000 < value of $\alpha = 0.05$, so that H_0 is rejected and the H_1 is accepted. It can be concluded that variables affects the performance of the work ethic. Variable work discipline retrieved the value of the p value 0.000 < value of $\alpha = 0.05$, so that H_0 is rejected and the H_1 is accepted. It can be concluded that variables affects the performance of work discipline. Table anova value sig. obtained registration with p value 0.000 < value of $\alpha = 0.05$ then concluded that independent variable affect the dependent variables simultaneously. Based on the value of the coefficient of determination showed about the magnitude of the influence from the rest of the variables are independent of the dependent variable. These influences are symbolized by R (correlation). in table 4.20 value column R is the independent variable influences means 0.886 was 88.6% (0.886 x 100%), see the alternative value of R Square as a comparison to the accuracy obtained influence that the value R Square of 0.7874 or 78.4% meaning. The research results obtained that the value Adjusted R Square of his 0.778 or 77.8% influence the dependent variable against the independent variable.

According to Veithzal Rivai (2012) the performance is a result of work accomplished person in carrying out the duties charged to him based on skills, experience and seriousness as well as time. According to Sutrisno (2012) Note that employees who have high performance marked by several things, among others: employees can complete the task properly and quickly, the employees are willing to comply with the regulations applicable in the company, the employee is able to work within

the time prescribed, the employees can collaborate with other employees to complete a job or a task specified by the company, the organizational climate or work environment support the execution of the duties of an employee.

The results of this research¹⁰ show that the components of the work culture that is the climate of the Organization, work ethic and discipline work can affect the performance of employees optimally. This happens because the climate of the organization that support will give you peace. Employee performance can be affected by several factors including the climate of the Organization, work ethic and discipline work. An employee who has a high work ethic describes a high morale, and have a high work discipline will tend to have better performance. Meanwhile, high work discipline is shown from one's attitude of employees doing their job well and a full sense of responsibility. In addition to the two above organizational climate turu also participate in building performance is good, because if the climate of the organization does not support the execution of the tasks undertaken by an employee then the employees will not be able to carry out its task very well. The results of this study showed that the more support the organizational climate, then the officer would further demonstrate good performance. While in the work ethic and discipline work can be drawn the conclusion bahwasanya the better the work ethic and the higher discipline employees in working so employees will have optimal performance or good

CONCLUSION

1. There is an influence between org⁷izational climate and employee performance in Nahdlatul Ulama Jombang Hospital as indicated by p value = 0.00 <0.05 Based on the value of the correlation coefficient shows a value of 0.429 so that this indicates that the two variables have a fairly close relationship.
2. There is an influence betw⁷en work ethic and employee performance in Nahdlatul Ulama Jombang Hospital as indicated by p value = 0.00 <0.05 Based on the correlation coefficient value indicate²² value of 0.627 so that this indicates that the two variables have a close relationship.
3. There is an influence betwe⁷n work discipline and employee performance in Nahdlatul Ulama Jombang Hospital as indicated by p value = 0.00 <0.05. Based on the correlation coefficient value shows a value of 0.426 so that this indicates that the two variables have a fairly close relationship.
4. The results of the partial analysis show that all the values of the p value of the independent variable are $0.00 < \alpha = 0.05$ so that partially the organizational climate variable, work ethic and work discipline affect the performance of employees in the Nahdlatul Ulama Jombang Hospital.
5. Based on the beta coefficient value shows that work ethic has the highest beta coefficient (B) which is 0.393 and is the dominant factor that influences nurse performance. Partial analysis results show that all values of the p value of the independent variable are $0.00 < \alpha = 0.05$ so that partially the organizational climate variable, work ethic and work discipline affect the performance of employees in Nahdlatul Ulama Hospital Jombang.

SUGGESTION

1. The Hospitals management should enhance and instill a sense of honesty in the work early on, for example, earnestly implement the obligation to work. These measures are expected to improve employee performance and work ethic in addition management can do makeovers so nurses supervise implementation of SOP supervise can be implemented in accordance with the purpose set out especially in improve the quality of the services provided by a nurse on the patient.
2. Should the nurse to further improve traffic and capacity owned to be able to carry out nursing care with better and more effective. In addition the nurse can enhance discipline in the work so that performance can be implemented with more optimal.
3. In the study that examined only limited influence on the climate of the Organization, work ethic, discipline and work on performance. While other factors also have an effect on the performance of an employee who has not yet revealed how much influence, therefore expect¹⁹ in research can then discuss the factors the other factors that have not been examined in this study, so that research results can be more optimally.

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