Research Paper

Analysis of the Distribution of Medical Services on Nurse Performance at the Royal Prima General Hospital in Medan

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ABSTRACT

Bad nursing service quality is usually related to nurses' bad performance since their medical service will affect their own satisfaction with what they have done. On the other hand, compensation give by hospital management is not balanced with their big work load. An interviews with the nurses at the Royal Prima Hospital, Medan, revealed that all of them (100%) admitted that the compensation given the hospital management was too little, compared with their work load. It was also found that nearly 30% of the nurses left the hospital. The objective of the research was to identify the influence of medical service distribution of nurses' performance at the Royal Prima Hospital, Medan. The research used quantitative and analytical survey method. The population and the samples were 224 practice nurses at the Royal Prima Hospital. The data were analyzed by using logistic regression analysis. The result of the research showed that of the four principles in distributing medical service, the fairness principle was the one which influenced nurses' performance. It is recommended that the hospital management make a regulation on medical service distribution, especially for nurses.

Keywords: Medical Service, Compensation, Performance

INTRODUCTION

The hospital is a health service institution that is individual in a complete manner by providing inpatient, outpatient and emergency services. The hospital has duties and functions to carry out medical services, medical support and administrative services. To carry out its functions the hospital must have human resources (HR), this HR will play an important role in determining the success or failure of the hospital. Hospitals must also be managed properly for the achievement of the objectives of the establishment of the hospital (Hospital Law, 2009).

Hospitals as a health service industry have experienced a very significant increase in both the number and quality of hospital services. The hospital service industry is one of the industries that has good prospects, because the hospital service industry is not only focused on the treatment of disease, but also provides services for prevention and improving health.

The development of the healthcare industry in hospitals is inseparable from the lifestyle of the community. Some developments in the hospital service industry today are hospital services in preventive efforts such as medical check-ups, pap smears, beauty centers, even fitness centers and hospital services for the treatment process both outpatient and inpatient. The public can easily use the hospital services industry, especially with the enactment of BPJS Health. BPJS Health

is also one of the developments in the hospital service industry that is available to all levels of society and can answer all community needs for health.

The function of the hospital develops in accordance with the guidance of the development of science and technology, namely as the development of education and research, specialist / subspecialistic, and seeking profit. The role and function of the hospital which is so complex demands the availability of human resources (HR) in a competent hospital. One of the factors that influence the quality of service in a hospital is the role of human resources (HR) as the main actor in improving the quality of service. HR is expected to have a high attitude, ability and integrity. The quality of human resources in hospitals greatly influences the success of establishing relationships between hospitals, health workers and patients (Kotler & Armstrong, 2008). Based on data from the Republic of Indonesia Ministry of Health in 2015 the number of hospitals in Indonesia was 2,488 which were divided into government-owned hospitals as many as 1,783 hospitals while private hospitals were as many as 705 hospitals. Every year there is an increase in the number of private public hospitals compared to public hospitals owned by the government. In 2017 there will be 1024 private public hospitals and there will be 1091 private public hospitals while for public general hospitals. In 2018 there were 810 hospitals (Ministry of Health Republic of Indonesia, 2015). The rapid growth of private public hospitals will put pressure on government-owned hospitals to provide quality and quality health services.

The quality of services provided by government-owned and private-owned hospitals is so different that most government hospitals are less competitive. Government hospitals tend to be only interested by the poor who have no other choice whereas for middle and upper class patients tend to prefer private hospitals if they have health problems, this is inseparable from government hospitals that

provide quality services (Laksono, 2009). To create a quality hospital, a hospital requires qualified human resources (HR) and high competitiveness skills. The growth and development of hospitals is inseparable from the role of labor as human resources. Health and non-hospital health workers take a very important part in hospital services and is one of the assets that determines the success of the hospital.

Based on the Minister of Health Regulation No. 56 of 2014 there are human resource provisions in hospitals that is if a type A hospital must have 18 general practitioners, 4 dentists, 12 specialist doctors and the number of nursing staff as many beds in the inpatient room hospital. Based on the type B type hospital, the hospital should have 12 general practitioners, 3 dentists, 6 specialists and the number of nursing staff in the number of beds in the inpatient installation and for type C hospitals must have as many general practitioners 9 people, 2 dentists, 3 specialists and the number of nursing staff can be calculated by the ratio of 2 (two) nurses to 3 beds.

The diversity of professions in hospitals such as doctors and nurses, these professions will greatly impact the quality of hospital services. One problem that occurs in hospitals is the lack of health workers in the field of medical services and nursing will have an impact on the quality of hospital services. This can be seen from the distribution of the number of doctors (general practitioners and specialists) and nurses so little that there is a overlapping work done by medical and nursing staff and an incentive distribution system (payroll) for medical personnel that is still found inequality in several hospitals.

Poor service quality is often associated with the poor performance of nurses in providing nursing services, while on the other hand the compensation provided by hospitals to nurses' performance is still very small with very high workloads. The performance achieved can be seen in quality and quantity by an

employee in carrying out their duties and responsibilities (Simamora, 2014). The performance appraisal process can be used effectively to direct employee behavior in order to produce nursing services based on high quality and quantity (Nursalam, 2011). A general practitioner and specialist doctor get a distribution of incentives and health service facilities that are far better and special than other health workers. Meanwhile other health workers such as nurses have a high workload by getting very low incentives and facilities under doctors. Hospitals should provide compensation in the form of remuneration for health workers in hospitals based on their performance and responsibilities.

At present nurses still get very small wages or salaries that are not in accordance with the performance they do, even though the provision of wages to each worker meets aspects of fairness and fairness (Priyono, 2010). The principle of fairness in remuneration is to provide equal treatment between one employee when compared to other employees in the company. Nurses will feel injustice if they get different treatment from their leaders, including the distribution of wages or salaries. Service as an activity carried out by a person or group of people with a certain basis where the level of satisfaction can only be felt by people who serve or be served, depending on the ability of service providers to meet user expectations. Medical service is a form of activity carried out by medical personnel with provisions and service standards that can be felt by users of medical services.

The distribution of medical services to hospital employees comes from the service charge charged to patients who use hospital services. In the Decree of the Minister of Health of the Republic of Indonesia Number 582 / Menkes / Kes / SK / VI / 1997 it is stated that hospital rates are calculated on the basis of unit costs of each type of service and class of care by taking into account the economic capacity of the community.

Regulations in several hospitals have stipulated compensation in the form of direct incentives (services received by medical personnel, nursing staff), indirect incentives (incentives to all employees based on performance), medical services (services provided to general practitioners, specialist doctors and dentist) and nursing services provided to nurses. The proportion of compensation in the distribution of services in hospitals is in outpatient and inpatient installations, namely medical services at outpatient 70% and nursing services equivalent to 30% of services while for nursing actions on poly measures, medical services at outpatient 30% and nursing services equivalent to 70% of services.

Nurses are one of the most commonly found professions in hospitals. According to Health Law No. 36 of 2009 Article 23 health personnel are authorized to provide health services, where about 40-60% of services in hospitals are nursing services and the number of nurses in the hospital must be the same as the number of beds for hospitals type A and B while hospitals type C have nurses 2/3 of the number of beds. Providing medical services obtained by nurses will have an impact on job satisfaction of nurses on the work to be done. If a nurse is compensated with adequate medical services, the nurse will be willing to make sacrifices by exerting his best work skills for the achievement of hospital goals. Nurse dissatisfaction with compensation will result in a decrease in the attractiveness of nurses to the work that will be done so that it will affect the performance of nurses in providing nursing services.

Based on interviews conducted by researchers of patients at the Royal Prima General Hospital in Medan, it was found that the patient felt dissatisfied with the services provided by nurses such as nurse services when inpatient, such as nurses who came to the room when needed by patients, nurses who rarely communicate therapeutic when giving therapy, nurses who very rarely

explain well to patient questions related to problems faced by patients. In February 2018 the hospital found 156 letters containing patient complaints about nursing services in the room. These problems have been received and processed by the head of nursing at the Royal Prima General Hospital in Medan, so that in early March 2019 a meeting was held regarding the issue of nurses' performance which has declined and patient complaints are increasing every month.

Royal Prima Medan General Hospital has not fully implemented an assessment of the performance of nurses so there is no standard for hospitals to determine whether nurses have good or bad performance. Performance appraisal is still based on the range of problems that have been caused by nurses and based on the assessment of superiors on nurse performance. Royal Prima General Hospital Medan, which has 600 beds and 214 nursing staff. The large number of patients and the lack of nursing staff at the Royal Prima General Hospital in Medan makes nurses workloads even higher, the duties and responsibilities of nurses also increasing. However, the compensation provided is not in accordance with the workload borne by the nurses.

At the end of 2018 the Royal Prima Medan General Hospital in Medan there was a turnover of nurses, which was almost 30% of the total number of nurses. Based on interviews conducted by researchers of 20 nurses about an increase in the turnover of nurses at the Royal Prima Medan General Hospital, explained that nurses were discharged because the salaries they received did not match the workload they did. Several other nurses explained that the amount of deduction that was not previously socialized to nurses so that the salary received by nurses did not match the estimated salary for one month. This study aims to analyze the distribution of medical services to the performance of nurses at Royal Prima General Hospital Medan.

LITERATURE REVIEW
Hospital

The hospital is a health facility that organizes health services equally by prioritizing efforts to cure disease and restore health, which is carried out in harmony and integrated with efforts to improve health and prevent disease in a referral setting, and can be utilized for personnel education and research. Hospitals are also institutions that can provide role models in a culture of clean and healthy living and environmental cleanliness (MOH RI, 2009). Hospitals in the process have several types of services including medical services, medical support services, care services, rehabilitation services, prevention and health improvement, as a place for medical education and or training and medical, as a place for research and development of science and technology in the health sector and to avoid risks and health problems as intended, so that the need for the organization of environmental health in accordance with health requirements.

Hospital functions and tasks.

According to Law No. 44 of 2009 the functions of the hospital are as follows:
1. Organization of medical services and health recovery in accordance with hospital service standards.
2. Maintenance and improvement of health through the second and third level plenary health services according to medical needs.
3. Providing education and training for human resources in the context of increasing the ability to provide health services. Carrying out research and development and screening of technology in the health sector in the context of increasing the ability to provide services.

Nursing performance.

Performance comes from the word Job Performance (the real achievement someone has ever achieved). Performance (work performance) is the quality and quantity of work achieved by an employee in carrying

out his duties in accordance with the responsibilities given to him. The factors that influence the achievement of performance are the ability and motivation factors (Simamora, 2014). Nursing performance is the work performance shown by the implementing nurse in carrying out their duties so as to produce a good output to the organization, nurses and patients in a certain period of time. There are three important components in performance, namely: providing direction and influencing the expected work behavior of each personnel, measuring whether a personnel has achieved expected performance quantitatively and qualitatively and the last component is regular performance appraisal that is associated with the process of achieving personal performance goals (Kurniadi, 2013). Performance is the result of a process that has been carried out by an individual against an organization or place of work of that individual. Employee performance can be assessed by superiors through several factors, namely in terms of the results of his work, the nature of employees in doing work and the behavior of these employees.

Components of nursing performance.
There are three important components in performance according to Kurniadi (2013), namely the goals of each organization that can provide direction and influence the work behavior of each personnel, the measure needed to measure in determining the achievement of performance results of personnel and finally the regular performance appraisal that is adjusted to the process of achieving personnel performance goals. The work component consists of two parts, namely competency and productivity. Competence is where the individual or organization has the ability to identify the level of performance, while productivity is translated into actions or activities that are appropriate to achieve performance results. According to Sedarmayanti (2014) the process of improving performance provides the best opportunity to build on experiences

that continue to develop. Improving performance requires policies and programs designed to improve the organization's 3R (result, resources, ratio).

Factors that affect performance.
According to Rivai (2015) there are three groups of variables that have work behavior and performance, namely individual variables, organizational variables and psychological variables. The three groups of variables affect work behavior which ultimately affects the work of personnel. Behavior relating to performance is related to work tasks that must be completed to achieve the goals of a position or task. These variables are: a. Individual Variables: Grouped on the ability and skills subvariable, demographic background, b. Organizational Variables: Grouped on subvariable resources, leadership, rewards, structural design work, c. Psychological Variables: grouped into subvariables of perception, attitude, personality, learning and motivation. Factors that can affect the performance of implementing nurses are demographic factors consisting of age, gender and length of work. Nurse psychological factors such as perception, attitude and motivation can also affect performance. These factors will be reflected in the results of individual work in an organization (Kurniadi, 2013).

Performance assessment.
Beginner managers at the level of the head of the room will assess the performance of nurses on the implementation of management functions that have been given to implementing nurses. Nursing performance to be assessed is the application of nursing care from the assessment, planning, nursing diagnosis, implementation to evaluation. Performance Appraisal is a formal system for evaluating and evaluating individual or team task performance (Mondy, 2008). Performance appraisal is important for achieving successful work management, performance appraisal is a tool used to influence

performance. The performance appraisal process includes: Formulating responsibilities and tasks to be achieved, agreeing on work targets in the form of results to be achieved, conducting monitoring, correction and providing opportunities and assistance needed by staff, evaluating staff work performance and providing feedback to staff assessed (Nursalam, 2010). Performance evaluation is also a process of evaluating the quality of nurses' work performance in accordance with work standards (SOP / SAK) within a certain period of time (Kurniadi, 2013).

Nurse performance evaluation.
Things that need to be considered in evaluating the performance of nurses optimally are: determining aspects that will be assessed, the implementation of the assessment, problems encountered in the assessment, methods of assessment, and management by objectivities (Supriatno & Arwani, 2016).

Performance appraisal techniques.
According to Kurniadi (2013) there are several ways to conduct assessments including self-assessment and 360-degree assessment. The assessment itself is carried out on the basis of control theory and symbolic interaction. The leader element is the head of the room and the subordinate is the executive nurse.

Performance appraisal method.
Methods that are often used in assessing nurse performance include assessments oriented to the past by using rating scales, check lists, critical incident methods, field review methods, performance tests and observations and group assessment methods (Supriyatno & Arwani, 2016).

Performance appraisal tool.
Huston and Marquis explain about the tools that can be used to assess the performance of nurses, namely by using a scale rating tool and a scale assessment of work dimensions. Important points that need to be

assessed in using nurse performance appraisal are: (1) Checklist, this list consists of various behavioral statements that represent the specified work behavior. Each statement of behavior represents an accompanying weight score or often referred to as points that can be collected by the employee. (2) Essay, this assessment is in the form of a narrative written based on the strength of employees and areas that require development and growth. This valuation technique has power because it can force appraisers to focus on positive aspects of employee performance. (3) Self-assessment. This assessment takes the form of a portfolio containing the narrative of how employees implement clinical guidelines and criteria for patient outcomes achieved, employee goals and work plans to achieve goals. Management by Objectivitis (MBO). This tool is used to determine individual employee progress because it combines employee and organizational assessments. The advantage of this method or method is that this method can create a permanent interest for employees to achieve goals because the employee can set their own goals.

Establish criteria (standards) for nurse performance.
Aspects that need to be assessed in setting performance criteria are the nature, behavior, competence, achievement of objectives and potential for improvement. The nature can be seen from the appearance, attitude and initiative. Behavior is evaluated based on the leadership style possessed by employees. Competence includes an assessment of knowledge, skills, traits and behavior (Mondy, 2016).

Benefits of performance appraisal.
Nursalam (2011) explains about the six benefits of doing performance appraisal, namely improving staff work performance, encouraging all human resources to achieve work performance improvement, stimulating interest in personal development with the aim of improving work and

achievement, helping the hospital in the development process and appropriate staff training, providing tools and means for comparing work performance through salary increases and finally giving employees the opportunity to express their feelings about work.

Nurse Performance

According to Law No. 38 of 2014 that nursing services are a form of professional service that is an integral part of health services based on Nursing knowledge and tips aimed at individuals, families, groups, or the community, both healthy and sick. The delivery of nursing services must be carried out responsibly, accountable, quality, safe, and affordable by nurses who have competence, authority, ethics, and high morale. Nurses who are in hospitals have a big role in determining the success of hospital service organizations. The performance of nurses through the nursing care they provide is a determining factor for the ultimate success of the services received by patients. Nurses in carrying out their duties can be judged by their performance. Nurse performance is the appearance of the work of nurses in providing nursing services in the form of nursing care. Nursing care is a process of a series of activities in nursing practice that is directly guided by nursing standards and ethics, within the scope and authority of nursing responsibilities. The use of performance indicators at various service institutions is common in management. As an illustration, Olve in Trisnantoro (2011) described the location of performance measurement in British Telecom as an inseparable part of a management system called Strategic Planning and Management (SPAM). Strategy development is carried out in understanding the existence of performance indicators in the form of scorecards that can be assessed for achievement. These measures serve as guidelines in the preparation of marketing plans and business plans, budgeting, and implementation. For example, at the operational level managers use the agreed-upon measures in the scorecard to set goals and assess their achievements. Nurses 'performance appraisal is a measurement of the efficiency, competency and effectiveness of the nursing process and the activities used by nurses in caring for clients in order to maintain, improve and motivate nurses' behavior. Nurse performance appraisal is useful to help nurse satisfaction and to improve the performance of their work, notifying nurses that their work is unsatisfactory and promoting positions, salary increases, improving communication between superiors and subordinates and determining employee training that requires special guidance.

Medical Services
Definition of medical services.
Medical services are awards or rewards that hospital employees receive as compensation for work performed by employees. Medical services that are directly related to performance such as services, can motivate improvement in individual performance, but can also damage motivation if the system implemented is not appropriate. The level of service satisfaction is the high or low level of nurses' perceptions of the suitability of medical services expected and those received or that should be received (MOH RI, 2001).

Principles for the distribution of medical services.
According to Sulaeman (2011) states that the principle of distribution of services is equitable and fair. Evenly, all employees get the distribution of services and fair if employees with high productivity must get greater services. The development of the distribution system of medical services is done through the process of grouping elements of service recipients, determining the amount and method of distribution.
Guidelines for the distribution of medical services.
Based on the Regulation of the Minister of Health of the Republic of Indonesia Number 19 of 2014 concerning the Use of Funds for

Health Services and Support for Operational Costs in Health Facilities, it is explained that the allocation of the Capitation Fund for payment of health services as referred to in Article 3 paragraph 2 is used for payment of health services for health workers and non-health workers who provide services to FKTP.

Compensation

According to the Ministry of Health (2015) that compensation is a form of appreciation given to staff / respondents as compensation for the implementation of the tasks / work given to him, it can be in the form of money (salaries, bonuses, incentives, and other benefits such as health benefits, work day benefits, money food, leave money). Compensation is a reward for regular employee work contributions from an organization or company. Appropriate compensation is very important and adjusted to the current labor market conditions in the external environment. Compensation that is not in accordance with the existing conditions can cause employment problems later on or can cause harm to the organization or company. Protection also needs to be given to workers in order to be able to carry out their work calmly so that the performance and contribution of these workers can remain maximum from time to time (Taufiqurokhman, 2010).

Compensation can be divided into two types namely direct and indirect ones. Direct compensation is in the form of salary, wages, incentive wages, while indirect compensation is in the form of employee welfare. Salary is a suit paid periodically to permanent employees and has a definite guarantee. Wages are remuneration paid to daily workers based on agreed agreements. Incentive wages are additional remuneration provided to certain employees whose work performance is above standard performance. In other words, compensation actually involves two things, financial compensation (direct and indirect) and non-financial compensation. For direct financial compensation consists of wages, salaries, commissions and bonuses while indirect financial compensation in the form of health insurance, social assistance, benefits, non-payment paid (leave). For non-financial compensation can be divided into jobs that are interesting tasks, challenges, responsibilities, opportunities for recognition, feelings of achievement while non-financial compensation in the form of a work environment that is a healthy policy, competent supervision, pleasant colleagues, appropriate status symbols , comfortable environmental conditions, free time (Priyono, 2010).

The purpose of giving compensation.

Compensation or compensation programs generally aim at the interests of the company, employees, and the government / community. In detail the compensation objectives include (Priyono, 2010):

1. Cooperation Collaboration. Providing compensation will form a formal partnership between the employer and the worker, where the employee (labor) must do the tasks properly while the employer is obliged to pay the agreed compensation.

2. Improve Performance. Employee repayments will be able to meet their needs so that job satisfaction will be obtained from the position they hold so that it will subsequently make workers will try to improve their work performance and productivity.

3. Motivation. If the remuneration provided is adequate then managers will more easily motivate employees, which in turn will have an impact on increasing productivity.

4. Employee Stability. Compensation programs based on the principle of fair and proper employee stability are guaranteed because turnover is relatively small.

5. Improved Discipline. Providing compensation in accordance with procedures will have an impact on improving employee discipline.

Reward system.

There are two types of reward systems, namely intrinsic rewards (extrinsic rewards) and extrinsic rewards. Intrinsic rewards are rewards that are valued in and of

themselves. Intrinsic rewards are inherent in the activity itself, and its implementation does not depend on the presence or actions of others. For example people's feelings as a result of their performance on work that has been done well, feelings of freedom from direction and increased personal responsibility because they are given autonomy with respect to how an activity is carried out (Priyono, 2010).

The benefits of intrinsic rewards include: (1) The unity of the relationship between effective performance and the implementation of rewards is guaranteed by the fact that the experience of intrinsic rewards arises directly from personal perceptions that it works well. (2). The effectiveness of the counterfeiting reward depends on the presence of other people (managers). (3) Intrinsic rewards are self-generated by the individual concerned, so these benefits are low cost (Priyono, 2010).

Extrinsic rewards are rewards given to someone by another party. This type of reward is often used to influence the behavior and performance of its members. These types of rewards such as salary, bonus, also recognition, praise from superiors, promotions, adequate environment, supplementary benefits. Dependence on external sources for extrinsic rewards carries financial consequences that must be considered by organizations, all of which have two implications, namely: 1. Having a high value, 2. Extrinsic rewards given are highly dependent on effective performance (Priyono, 2010).

Distribution of Medical Services in Hospitals

According to Nursalam (2010) that the distribution of services in hospitals or commonly referred to as incentives is the policy of hospital leaders in terms of providing incentives to all hospital employees, is actually not an easy thing but also not a very difficult thing. It is true that it is said to be very complex and has the potential to cause conflicts between employees, as well as a decrease in

performance and dissatisfaction between employees and hospital leaders. This condition has actually been experienced in several hospitals in Indonesia, especially in Government hospitals. It can be said that each time dividing the service always makes employees confused even less favoring small employees. For this reason, it is necessary to make continuous improvements to the safe stage, which means how to reduce the income gap between employees themselves. Through ingenious efforts and policies, always looking for the best solution and not taking shelter on classic reasons (the unavailability of detailed government regulations) might be better.

Rules for distributing services:

1. Regulations of the Regent (Perbup), Hospital Governance Patterns and other regulations.

2. Technical guidelines for the distribution of services determined by the director.

3. The team appointed to manage the task consists of one chairman, a Secretary, and several members who represent the composition of the staff in the hospital (proportionally).

MATERIALS & METHODS

This type of research is a quantitative study with a survey analysis design. . This research was conducted at the Royal Prima General Hospital, Medan. This research is planned in May 2019 for 2 weeks with the expectation that the number of research samples will be fulfilled. The population in this study is all nurses in the inpatient unit at the Royal Prima General Hospital in Medan totaling 224 nurses. Sampling in this study using a total population technique that is sampling of the entire total number of populations in the research object. The samples in this study were all nurses who served in the inpatient room were 224 nurses. Primary data collection was carried out by interview using a questionnaire about the distribution of medical services and nurse performance at the Royal Prima General Hospital in

Medan as many as 224 nurses. Secondary data in this study will be obtained from data and documents or related records such as official documents from the Royal Prima Medan General Hospital as many as 224 nurses.

Statistical Analysis

Analysis of the data in this study includes:

1. Univariate analysis, namely the analysis of independent variables, namely the distribution of medical services (fairness, fairness, transparency, consistency) and the dependent variable, namely the performance of nurses at the Royal Prima Medan General Hospital, which will be distributed in the form of frequency tables and calculated in percentage.

2. Bivariate analysis, namely the analysis of the relationship between independent variables, namely the distribution of medical services (fairness, fairness, transparency, consistency) with the dependent variable, namely the performance of nurses at the Royal Prima Medan General Hospital who will use the chi square test.

Chi Square test results can be seen in the "Chi Square Test" box. The rules that apply to Chi Square are as follows:

a. If the Expected value is less than 5, then the Fisher's Exact Test is used.

b. If the table is 2 x 2, and there is no value of E <5, then the test used should be Continuity Correction (a)

c. If the table is more than 2 x 2, for example 3 x 2, 3 x 3 etc., then the Pearson Chi Square test is used

3. Multivariate analysis, which is an analysis conducted to analyze the independent variables, namely the distribution of medical services (fairness, fairness, transparency, consistency) to see the most influential variable on the dependent variable, namely the performance of nurses at Royal Prima Medan General Hospital using the Multiple Logistic Regression test with the Enter method.

RESULT

Description of Respondent Characteristics.

Frequency distribution according to the characteristics of the respondents based on the data of respondents' information which includes the age group and gender can be seen in Table 1.

Tabel 1. Distribusi Frekuensi Karakteristik Responden

No	Characteristics	n	%
1	Age		
	20-30 years	141	63
	31-40 years	59	26
	years	21	10
	> 50 years	3	1
	Total	224	100
2	Gender		
	Male	79	35.3
	Female	145	64.7
	Total	224	100

Table 1 shows that the majority of respondents were in the age range of 20-30 years with 141 people (63%), followed by respondents with an age range of 31-40 years with 59 people (26%), the age range of 40-50 years were 21 people (14%) and respondents aged> 50 years were 3 people (1%). Based on the sex of the majority of the respondents were female as many as 145 people (64.7%) and male sex as many as 79 people (35.3%).

Descriptions of Characteristics of Respondents Based on Variables in Principle of Justice.

The results of the analysis of the principle of justice variables indicate that, the majority of respondents answered fairly that there were 126 people (56.2 percent), in detail can be seen in the table below.

Table 2. Distribution of categories based on the principle of justice

Distribution of Medical Services Principle of Justice	f	%
Unfair	98	43,8
Fair	126	56,2
Total	224	100

Descriptions of Characteristics of Respondents Based on Variables of Fairness Principle.

The results of the analysis of the variable principle of reasonableness indicate that, the majority of respondents answered improperly namely there were 122 people (54.5 percent), in detail can be seen in the table below.

Table 3 Category Distribution Based on the Principle of Fairness

Distribution of Medical Services Principle of Fairness	f	%
Unreasonable	122	54,5
Natural	102	45,5
Total	224	100

Description of Respondent Characteristics Based on the Transparency Principle Variable.

The results of the analysis of the transparency principle variable indicate that, the majority of respondents answered that it is not transparent namely there are 118 people (52.7 percent), in detail can be seen in the table below.

Table 4. Distribution of Categories Based on the Transparency Principle

Distribution of Medical Services Transparency Principle	f	%
Not transparent	118	52,7
Transparent	106	47,3
Total	224	100

Description of Respondent Characteristics Based on Variables of Consistency Principle.

The results of the analysis of the consistency principle variable indicate that, the majority of respondents answered inconsistently namely as many as 114 people (50.9 percent), in detail can be seen in the table below.

Table 5 Category Distribution Based on the Principle of Consistency

Distribution of Medical Services Principle of Consistency	f	%
Inconsistent	114	50,9
Consistent	110	49,1
Total	224	100

Distribution of Characteristics of Respondents' Answers Based on the Principle of Justice.

This analysis was conducted to see the respondent's answer data based on the principle of justice variables at the Royal Prima General Hospital, Medan.

Table 6. Distribution of Characteristic Frequencies Based on the Principle of Justice

No	Question	The answer			
		Yes		No	
		f	%	f	%
1	Does the distribution of medical services you receive meet your expectations?	56	25	168	75
2	Is the distribution of medical services in accordance with the education you have?	48	21,4	176	78,6
3	Is the distribution of medical services that you currently receive first socialized to you first?	36	16,1	188	83,9
4	Is the distribution of medical services you receive the same as other professions?	36	16,1	188	83,9
5	Does the distribution of medical services you receive often experience cuts that you do not know the way.	35	15,6	189	84,4

The results of the overall analysis above were obtained from 5 questions related to the principle of justice variables including, questions regarding the distribution of medical services received according to expectations, the majority of respondents answered "no" ie there were 168 respondents (75 percent), questions about the distribution of medical services In accordance with their education, the majority of respondents answered "no" by 176 respondents (78.6 percent), questions regarding the distribution of medical services received at this time were first socialized, the majority of respondents answered "no" by 188 respondents (83.9 percent), questions regarding the distribution of medical services received were the same as other professions, the majority of respondents answered "no" as many as 188 respondents (83.9 percent), and the last question regarding the distribution of medical services received often experienced cuts, the majority of respondents answered "no "As many as 189 respondents (84.4 percent).

Distribution of Characteristics of Respondents' Answers Based on the Principle of Fairness.

This analysis was conducted to look at the respondent's answer data based on the variable principle of fairness at the Royal Prima Medan General Hospital.

Table 7. Distribution of Characteristics of Respondents Based on the Principle of Fairness

No	Question	The answer			
		Yes		No	
		f	%	f	%
1	Is the distribution of medical services you receive the same as those received by your co-workers.	65	29	159	71
2	Is the distribution of medical services you receive in accordance with what you do?	15	6,7	209	93,3
3	Has the distribution of medical services you received ever decreased while your job is permanent?	57	25,4	167	74,6
4	Is the distribution of medical services you receive in accordance with the amount of service you provide?	27	12,1	197	87,9
5	Does the distribution of medical services you receive fit your needs on a daily basis?	44	19,6	180	80,4

The results of the overall analysis above were obtained from 5 questions related to the principle of fairness principle, among others, Question regarding the distribution of medical services received the same as those received by co-workers, the majority of respondents answered "no" as many as 159 respondents (71 percent), Questions regarding the distribution of services medical services received in accordance with what was done, the majority of respondents answered "no" as many as 209 respondents (93.3 percent), Question about the distribution of medical services received had decreased while permanent work, the majority of respondents answered "no" as many as 167 respondents (74.6 percent), Question regarding the distribution of medical services received in accordance with the amount of devotion provided, the majority of respondents answered "no" as many as 197 respondents (87.9 percent), and the last Question regarding the distribution of medical services received according to need daily, the majority of respondents answered "no" as many as 180 respondents (80.4 percent) .

Distribution of Characteristics of Respondents' answer Based on the Transparency Principle.
This analysis was conducted to see the answer data of respondents based on the principle of transparency in the Royal Prima Medan General Hospital.

Table 8. Distribution of Respondent Characteristics Based on the Transparency Principle

No	Question	The answer			
		Yes		No	
		f	%	f	%
1	Does the distribution of medical services you receive are accompanied by a clear breakdown of compensation for services?	65	29	159	71
2	Is the distribution of medical services you receive known to other employees?	15	6,7	209	93,3
3	Are you satisfied with the distribution of medical services you currently receive?	57	25,4	167	74,6
4	Is the distribution of medical services where you work is well managed?	27	12,1	197	87,9
5	Is your place of work currently in a team responsible for the distribution of medical services?	44	19,6	180	80,4

The results of the overall analysis above were obtained from 5 Questions related to the transparency principle variable, among others, Question regarding the distribution of medical services received accompanied by a clear breakdown of service fees, the majority of respondents answered "no" as many as 159 respondents (71 percent), Question about the distribution of services medical services received were known by other employees, the majority of respondents Tants answered "no" as many as 209 respondents (93.3 percent), Question about satisfaction with the distribution of medical services received today, the majority of respondents answered "no" as many as 167 respondents (74, 6 percent), Question about the distribution of medical services in the workplace is well managed, the majority of respondents answered "no" as many as 197 respondents (87.9 percent), and the last Question about the workplace there is a team responsible for the distribution of medical services , the majority of respondents answered "no" as many as 180 respondents (80.4 percent).

Distribution of Characteristics of Respondents' answer Based on the Consistency Principle.

This analysis was conducted to see the answer data of respondents based on the consistency variable at the Royal Prima Medan General Hospital.

Table 9. Distribution of Characteristics of Respondents Based on the Consistency Principle

No	Question	The answer			
		Yes		No	
		f	%	f	%
1	Is the distribution of medical services always given within the allotted time?	56	25	168	75
2	Does the distribution of medical services you receive often decrease?	48	21,4	176	78,6
3	Does the distribution of medical services you receive often experience cuts?	36	16,1	188	83,9
4	Is the distribution of medical services that you receive provided on time determined?	36	16,1	188	83,9
5	Is the distribution of medical services you receive experiencing a planned increase?	35	15,6	189	84,4

The results of the overall analysis above were obtained from 5 Questions related to the transparency principle variable, among others, Questions regarding the distribution of medical services are always given within the allotted time, the majority of respondents answered "no" as many as 168 respondents (75 percent), Questions about the distribution of medical services those who received often decreased, the majority of respondents answered "no" by 176 respondents (78.6 percent), Questions about the distribution of medical services received often experienced cuts, the majority of respondents answered "no" by 188 respondents (83.9 percent), Questions regarding the distribution of medical services received were given in a timely manner, the majority of respondents answered "no" as many as 188 respondents (83.9 percent), and the last question regarding the distribution of medical services received received a planned increase, the majority of respondents answered "No" as many as 189 respondents (84.4 percent).

Performance Characteristics of Nurses at Royal Prima General Hospital Medan.

This analysis was conducted to see the performance of nurses at the Royal Prima General Hospital in Medan in 2019

Table 10. Distribution of Nurse Performance at Royal Prima General Hospital, Medan

Nurse Performance	f	%
Not good	132	58,9
Well	92	41,1
Total	224	100

Table 10 illustrates the distribution of Nurse Performance at Royal Prima General Hospital Medan in 2019. The results showed that of 224 respondents, the majority of Nurse Performance was not good as many as 132 people (58.9 percent).

Distribution of Characteristics of The Respondents' answer Based on Nurse Performance.

This analysis was conducted to see the answer data of respondents based on the Nurse Performance variable at the Royal Prima General Hospital, Medan.

The results of the overall analysis above were obtained from 20 Questions related to the transparency principle variables, among others, Questions about working in accordance with standard operating procedures, the majority of respondents answered "no" as many as 223 respondents (99.6 percent), Questions about having knowledge that supported the implementation of daily tasks days, the majority of respondents answered "no" as many as 211 respondents (94.2 percent), Question about the quality of work would be good, if fostered a work team, the majority of respondents answered "no" as many as 220 respondents (98.2 percent).

Questions about being able to reach the quality standards targeted at hospitals, the majority of respondents answered "no" as many as 198 respondents (84.4 percent), questions about maintaining work quality according to work procedures, the majority of respondents answered "no" as many as 215 respondents (96 percent), doing tasks

that are responsible, the majority of respondents answered "no" as many as 221 respondents (98.7 percent), Questions about working optimally in accordance with the hours of work set by the hospital, the majority of respondents answered "no" as many as 221 respondents (98.7 percent).

Table 11. Distribution of Respondents' answer Based on Nurse Performance Variables

No	Question	The answer			
		Yes		No	
		f	%	f	%
1	Do you work according to standard operating procedures.	1	0,4	223	99,6
2	Do you have knowledge that supports the implementation of my daily tasks	13	5,8	211	94,2
3	In my opinion the quality of work will be good, if it is fostered by a work team	4	1,8	220	98,2
4	I was able to reach the quality standards targeted at the Hospital	26	11,6	198	88,4
5	To maintain the quality of work, I work according to work procedures	9	4,0	215	96,0
6	I do the work that is my responsibility.	3	1,3	221	98,7
7	I work optimally according to the working hours set by the hospital.	3	1,3	221	98,7
8	My working hours are fulfilled in accordance with hospital regulations	26	11,6	198	88,4
9	My creativity at work has been recognized by my leaders & coworkers	9	4,0	215	96,0
10	In providing nursing care I manage time wisely	18	8,0	206	92,0
11	I am never late for work	0	0,0	224	100
12	All the tasks I can complete well and in accordance with the working hours when I'm on duty	2	0,9	222	99,1
13	I come home from work according to my work hours	7	3,1	217	96,9
14	I was assigned according to a predetermined service schedule in the morning, evening or night.	21	9,4	203	90,6
15	I have never been absent from work	0	0, 0	224	100
16	Need to be fostered harmonious cooperation in co-workers	26	11,6	198	88,4
17	I am able to work together in team work	11	4,9	213	95,1
18	In working together can improve the quality of service	11	4,9	213	95,1
19	For success in teamwork, I do the division of work according to competence	8	3,6	216	96,4
20	I prioritize working with colleagues, so that performance is better.	19	8,5	205	91,5

Question about working hours are fulfilled in accordance with hospital regulations, the majority of respondents answered "no" as many as 198 respondents (84.4 percent), Questions about creativity in work have been recognized by the leadership & coworkers, the majority of respondents answered "no" as many as 215 respondents (96 percent), Question regarding providing nursing care manage time wisely, the majority of respondents answered "no" as many as 206 respondents (92 percent), Question about never being late for work, the majority of respondents answered "no" as many as 224 respondents (100 percent) .

Question about all tasks can be completed well and in accordance with working hours when on duty the majority of respondents answered "no" as many as 222 respondents (99.1 percent), Question about going home to work according to working hours, the majority of respondents answered "no" as many as 217 respondents (96.9 percent), Question about duty according to a predetermined service schedule either morning, evening or night, the majority of respondents answered "no" as many as 203 respondents (90.6 percent), Question about never being absent from work, the majority of respondents answered "no" as many as 224 respondents (100 percent).

Questions about the need to foster harmonious cooperation in co-workers, the majority of respondents answered "no" as many as 198 respondents (88.4 percent), Questions about being able to work together in team work, the majority of respondents answered "no" as many as 213 respondents (95.1 percent), Question about working together can improve the quality of service, the majority of respondents answered "no" as many as 213 respondents (95.1 percent), Questions about success in teamwork are divided according to their competence, the majority of respondents answered "no" 216 respondents (96.4 percent), and the last question about prioritizing cooperation with colleagues so that performance is better, the majority of respondents answered "no" as many as 205 respondents (91.5 percent).

The Relationship between the Principles of Justice, Fairness, Transparency and Consistency with Nurse Performance.

Bivariate analysis aims to see whether there is a relationship between the independent variables which include justice, fairness, transparency, and consistency of the dependent variable Nurse Performance. Bivariate analysis is presented in tabular and narrative form.

Relationship between the Principles of Justice and Nurse Performance.

Based on Table 12 it can be seen that the frequency distribution of respondents according to the principle of fairness to Nurse Performance that out of 224 respondents observed, there are 127 respondents who consider fair justice, the majority of Nurse Performance is not good ie there are as many as 71 respondents (55.9 percent), while good there were only 56 respondents (44.1 percent). Then, from 97 respondents with unfair justice, there were 61 respondents (62.9 percent). Nurse Performance was not good and there were 36 respondents (37.1 percent) who were good.

Table 12. Cross Tabulation Between Variables of the Principles of Justice and Nurse Performance

The Principle of Justice	Nurse Performance				Total		Value of p
	Not good		Good				
	f	%	f	%	f	%	
Tidak Adil	61	62,9	36	37,1	97	100	0,360
Adil	71	55,9	56	44,1	127	100	

Based on the analysis results, it can be seen that the justice variable has a Value of p = 0.360, so it can be concluded that the justice variable does not significantly correlate with Nurse Performance.

Relationship of the Principle of Fairness with Nurse Performance.

Based on Table 13, it can be seen that the frequency distribution of respondents according to the principle of fairness to Nurse Performance that out of 224 respondents observed, there were 122 respondents who thought that fairness was not fair, the majority of Nurse Performance was not good ie there were 84 respondents (68.9 percent), while those well there were only 38 respondents (31.1 percent). Then, from 102 respondents with reasonable fairness, it was found 48 respondents (47.1 percent) Nurse Performance was not good and there were 54 respondents (52.9 percent) who were good.

Table 13. Cross Tabulation Between Fairness Principle Variables and Nurse Performance

Fair Principle	Nurse Performance				Total		Value of p
	Not good		Good				
	f	%	f	%	f	%	
Unreasonable	84	68,9	38	31,1	122	100	0,002
Natural	48	47,1	54	52,9	102	100	

Based on the results of the analysis, it can be seen that the reasonableness variable has a Value of p = 0.002 then it can be concluded that the reasonableness variable is significantly related to Nurse Performance.

The Relationship between the Transparency Principle and Nurse Performance.

Based on Table 14 it can be seen the frequency distribution of respondents according to the principle of transparency towards Nurse Performance that out of 224 respondents observed, there were 118 respondents who thought transparency was not transparent, the majority of Nurse Performance Not good was 78 respondents (66.1 percent), while those good there were only 40 respondents (33.9 percent). Then, from 106 respondents with transparent transparency, 54 respondents (50.9 percent) received Nurse Performance Not good and there were 52 respondents (49.1 percent) who were good.

Table 14. Cross Tabulation between the Transparency Principle Variables and Nurse Performance

Transparency Principle	Nurse Performance				Total		Value of p
	Not good		Good				
	f	%	f	%	f	%	
Not transparent	78	66,1	40	33,9	118	100	0,030
Transparent	54	50,9	52	49,1	106	100	

Based on the results of the analysis, it can be seen that the transparency variable has a Value of p = 0.030, it can be concluded that the transparency variable is significantly related to Nurse Performance.

Relationship of the Consistency Principle with Nurse Performance.

Based on Table 15 it can be seen the frequency distribution of respondents according to the principle of consistency in Nurse Performance that out of 224 respondents observed, there were 114 respondents who considered consistency inconsistent, the majority of Nurse Performance Not good is 86 respondents (75.4 percent), while those good, there were only 28 respondents (24.6 percent). Then, from 110 respondents with consistent consistency, there were 46 respondents (41.8 percent) Nurse Performance Not good and there were 64 respondents (58.2 percent) who were good.

Table 15. Cross Tabulation Between the Variables of the Consistency Principle and Nurse Performance

Principle of Consistency	Nurse Performance				Total		Value of p
	Not good		Good				
	f	%	f	%	f	%	
Inconsistent	86	75,4	28	24,6	114	100	<0,001
Consistent	46	41,8	64	58,2	110	100	

Based on the analysis results, it can be seen that the consistency variable has a Value of p = <0.001, it can be concluded that the consistency variable is significantly related to Nurse Performance.

Influence of the Principles of Fairness, Fairness, Transparency and Consistency with Nurse Performance.

Multivariate analysis is an analysis carried out simultaneously to find out which independent variable most influences the dependent variable. Variables that are considered influential in the multivariate model are variables that have p values <0.05. Multivariate analysis used in this study is linear regression analysis. In multivariate analysis, variables that can be entered are those which in the bivariate results must have a Value of p <0.25 and from the results of bivariate analysis it turns out that all independent variables meet the criteria, then the variables of fairness, fairness, transparency and consistency can be continued to the multivariate stage.

Table 16. Variable Selection Results That Can Be Included in the Multiple Logistic Regression Model

Variable	p *value*	Score Provision	Modeling
The principle of justice	0,292	p>0,25	Do not enter Modeling
Principle of fairness	0,001	P<0,25	Enter Modeling
The principle of transparency	0,021	P<0,25	Enter Modeling
The principle of consistency	<0,001	p<0,25	Enter Modeling

Table 16 shows that all Variable Principle of fairness, transparency and consistency have a Value of p <0.25, while The principle of justice has a Value of p> 0.25.

Logistic Regression Model for Nurse Performance

Table 17. The First Stage Logistics Regression Model for Nurse Performance

Variable	B	Value of p	Exp(B)	*95% C.I*	
				Lower	*Upper*
The principle of justice	0.515	0.095	1.673	0.915	3.058
Principle of fairness	0.722	0.017	2.059	1.138	3.726
The principle of transparency	0.702	0.019	2.019	1.121	3.635
The principle of consistency	1.407	0.000	4.083	2.238	7.447
Constant	-5.428	0.000	0.004		

Table 17 shows that the Variable Principle of fairness, transparency and consistency has a Value of $p < 0.05$ while the Variable The principle of justice has a Value of $p > 0.05$ so that the Variable is phased out in the following two stage logistic regression model.

Table 18. The Second Stage Logistics Regression Model for Nurse Performance

Variable	B	Value of p	Exp(B)	95% C.I	
				Lower	*Upper*
Principle of fairness	0.675	0.024	1.965	1.093	3.530
The principle of transparency	0.687	0.021	1.988	1.109	3.563
The principle of consistency	1.359	0.000	3.894	2.154	7.039
Constant	-4.450	0.000	0.012		

Table 18 shows that all Variables (Principle of fairness, transparency and consistency) have a Value of $p < 0.05$, then the Variable that influences Nurse Performance is the Variable The principle of consistency. ($p = <0.001$; Exp (B) = 3.894 95% CI 2.154-7.039) means that the inconsistent distribution of principle medical services has an opportunity of 3.894 times more nurses with Not good performance compared to the consistent principle.

DISCUSSION

Relationship of Nurse Medical Services Distribution Based on The principle of justice at Royal Prima Medan General Hospital in 2019.

Based on the results of research conducted at the Royal Prima General Hospital in Medan in 2019 regarding the distribution of medical services based on the principle of justice, the majority of nurses are in the unfair category of 98 nurses and fewer in the fair category of 126 nurses. The principle of justice is the distribution of medical services provided to employees taking into account the comparative tools used in the organization concerned. The principle of justice must look at several aspects of comparison, namely the first comparison tool, oneself, meaning that each new employee brings with him certain expectations about various things, including rewards, which according to his perception deserve to be received. The second comparison tool, other people in the same organization. Whereas the third comparison tool is the reward received by other people in other organizations but with the same nature of work, position, position and rank.

Based on a questionnaire that has been distributed to nurses regarding the distribution of medical services based on the principle of justice explains that more nurses stated that the distribution of medical services is not fair, it can be seen from several questionnaires distributed to nurses more answered The principle of justice is not by score value 1. The results of interviews conducted by researchers on the distribution of medical services, nurses stated that the distribution of services they receive every month is not fair among fellow nurses. This can be seen from the distribution of services that are very different and there is no specific benchmark for the distribution of nurse medical services. Nurses feel that the distribution of medical services they receive is not the same or very much different from other medical personnel.

According to the researchers' assumptions about the distribution of medical services based on the principle of justice is in the distribution of medical services nurses must be fair among fellow nurses so that there are no gaps that would impact Nurse Performance. Prinsp justice also needs to be socialized to nurses to avoid nurses' prejudices against the hospital.

Relationship of Nurse Medical Services Distribution Based on the Principle of Fairness at the Royal Prima Medan General Hospital in 2019.

Based on the results of research conducted at the Royal Prima General Hospital Medan in 2019 regarding the distribution of medical services based on the Principle of fairness is that more nurses are

in the unreasonable category of 122 nurses and fewer are in the fair category of 102 nurses. The principle of fairness is the principle of compensation given by the government to its employees relatively similar to the rewards given by other organizations in society, although there are differences that are not too prominent. The application of this principle becomes even more important when it is remembered that as ordinary people, government employees are not immune to the temptations of material no matter how great their sense of devotion to the government, nation and state.

Based on a questionnaire that has been distributed to nurses regarding the Principle of fairness explains that more nurses answered the distribution of medical services is not fair. This can be seen from the questionnaire distributed about the distribution of medical services based on the reasonableness of answering more on the choice not with a score of 1. The results of interviews conducted by researchers against nurses explained that the medical services they received were less reasonable when compared to the workload of nurses. There are even some nurses who state that work experience and education are also taken into account in the distribution of medical services while the responsibilities that nurses receive are very large. According to the researchers' assumptions about the distribution of medical services based on the Principle of fairness, the hospital in determining the distribution of medical services should pay more attention to several aspects, especially aspects of the workload that nurses receive. The distribution of medical services that is acceptable to nurses will have a good impact on performance. The two elements cannot be separated and are closely related.

Relationship of Nurse Medical Services Distribution Based on Transparent Principles at Royal Prima General Hospital Medan in 2019.

Based on the results of research conducted at the Royal Prima General Hospital in Medan in 2019 regarding the distribution of medical services based on the principle of transparency, there are more nurses in the non-transparent category, which is 118 nurses and fewer in the transparent category, as many as 106 nurses. The principle of transparency states that the issue of transparency is very important because money will cause job satisfaction and motivation if transparent in payment, because if workers receive rewards / incentives that are not accompanied by clear details this kind of thing raises suspicion and results in dissatisfaction. The openness of the leadership in managing the organization's finances will increase the staff's sense of togetherness in carrying out their duties. The results of interviews conducted by researchers on nurses about the distribution of medical services based on The principle of transparency explains that nurses still do not know exactly how to calculate the distribution of medical services to each nurse. The nurse said there was no openness from the hospital about the rules or ways of distributing medical services. Nurses are still suspicious of each other about the distribution of services. Some nurses even said that if they were close to their superiors, the income would be higher than other nurses. According to the researchers 'assumptions about the distribution of medical services based on the principle of transparency, in the distribution of medical services the hospital must first socialize to nurses about the distribution of medical services to avoid nurses' negative views of the hospital. This bad view will have an impact on Nurse Performance, the researcher also assumes that if the nurse or workforce if in doing work is within him a struggle about income issues will greatly affect the quality of work. This will have an impact on the quality of health services in hospitals.

Relationship of Nurse Medical Services Distribution Based on Consistent

Principles at Royal Prima General Hospital Medan in 2019.

Based on the results of research conducted at the Royal Prima General Hospital in Medan in 2019 regarding the distribution of medical services based on the principle of consistency is that more nurses are in the inconsistent category of 114 nurses and fewer in the fair category of 110 nurses. This research was conducted using a questionnaire instrument of 5 questions to 224 nurses.

The principle of consistency means when the distribution of medical services is carried out at the time that has been set for each rewarding and adjusted the needs of officers. Internal and external consistency is very important to be considered in determining the level of compensation. In order to avoid jealousy among employees, can inspire employee confidence. Based on a questionnaire that has been distributed to nurses about the distribution of medical services based on the principle of consistency explains that in the distribution of medical services more answers are inconsistent, it can be seen from The answer questionnaire distributed more nurses answered no with a score of 1.

The results of interviews conducted by researchers with nurses explained that the principle of consistency has not been implemented well, it can be seen from the time the distribution of medical services remained even the acceptance of passing over one week. With the reason that the treasurer is abroad or the distribution of services has not yet been calculated, or has not yet entered funds from medical services such as from BPJS and other insurance. According to the researchers' assumptions about the distribution of medical services, they must pay attention to the principle of consistency because every nurse must look forward to sharing that service. The hospital must also anticipate the problems that often occur when providing medical services so that there is no delay in the distribution of medical services.

Nurse Performance at the Royal Prima Medan Hospital in 2019.

Based on the results of research conducted at the Royal Prima Medan General Hospital in 2019 about Nurse Performance, there were more nurses in the Not good performance category, namely 132 nurses and fewer in the 92 good nurses performance category. This research was conducted using a questionnaire instrument of 20 questions to 224 nurses. Performance comes from the word Job Performance (prefomance work or actual achievement that someone has ever achieved). Performance (work performance) is the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

Nursing performance is the work performance shown by the implementing nurse in carrying out their duties so as to produce a good output to the organization, nurses and patients in a certain period of time. Based on a questionnaire that has been distributed by researchers to nurses about the performance of more nurses in the Not good performance category, it can be seen from the distribution of performance questionnaires that more nurses answered not with a score of 1. The results of interviews conducted by researchers with the head of the nursing field explain that Nurse's assessment Performance at the Royal Prima General Hospital Medan every year always decreases. This can be seen from the Nurse Performance assessment conducted by the hospital against nurses always below the value of 50. The head of nursing also stated that the possible factor causing the low Nurse Performance assessment was due to the number of nurses who experienced a decrease each year due to many nurses leaving because they could not stand of the salary they receive each month. According to the researchers' assumptions about Nurse Performance at the Royal Prima Medan General Hospital, the hospital must pay more attention to the quality of work or Nurse Performance and

need to be consistent in conducting Nurse Performance assessments. The hospital also needs to solve the problems that occur in Nurse Performance. Nurse Performance is the spearhead of assessing the quality of health services in hospitals. With the increase in Nurse Performance will have an impact on the quality of health services in hospitals, quality hospitals will attract more visitors to use these services.

Relationship of Medical Services Distribution to Nurse Performance at Royal Prima Medan General Hospital.

The results of statistical tests in this study indicate that the distribution of medical services based on The principle of consistency is a principle that influences Nurse Performance at the Royal Prima General Hospital in Medan. According to the researchers' assumptions about the distribution of medical services, the hospital needs to resolve immediately the problem because it will greatly affect the health services at the hospital. If the problem drags on it will be very bad for the hospital. Researchers also assume that Nurse Performance is not good because the acceptance of the distribution of medical services is not in accordance with the workload of nurses. A large workload with the receipt of medical services that are not in accordance with the principles will result in low Nurse Performance.

Research Implications
The implications of this research are as follows:
1. The distribution of nurses' medical services at Royal Primamasih General Hospital was not good at the time the study was conducted, this had an impact on Nurse Performance. It is expected that with the hospital so that in the provision of medical services pay more attention to the principle of justice, fairness, transparency and the principle of consistency. By applying these principles, nurses feel that they are being considered more, so that it will have an

impact on the application of professional and quality performance.
2. Nurse Performance at Royal Prima Medan General Hospital was still not good at the time the study was conducted. This will have an impact on the quality of health services at the Royal Prima General Hospital, Medan. It is expected that increasing Nurse Performance will improve the quality of health services so that it can increase the number of visits. The quality of health services implemented by nurses will be an effective promotion of the service user community will result in low Nurse Performance.

CONCLUSION
Based on research conducted for 1 week of 224 nurses at the Royal Prima General Hospital in Medan, it can be concluded that:
1. Variable Principle of fairness, transparency and consistency become Variables that have a relationship to Nurse Performance at Royal Prima Medan General Hospital
2. Variable The principle of consistency becomes Variable which has an influence on Nurse Performance at the Royal Prima General Hospital, Medan

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