

Analysis of Factors Affecting the Working Productivity of Nurses in the Royal Prima Medan Public Hospital in 2019

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ABSTRACT

Nursing services are a key position in hospital services because in terms of quantity nurses are the most workforces, providing 24-hour full service and absorbing more than 50% of the hospital budget. One important element in improving service quality is to maximize nurse competence in serving patients. Nurses are required to always be productive in carrying out nursing care because the customer's perception of service productivity is a total assessment of the needs of a product that can be in the form of goods or services (Ash, 2017). The aim is to know the analysis of the factors that influence the work productivity of nurses in the inpatient room of the Royal Prima General Hospital in 2019 in Medan. The results, there is the influence of motivation, income level, work environment, opportunity for achievement and management on the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019. There is an influence on the work productivity of nurses in the Inpatient Room of the Royal Prima General Hospital in Medan in 2019. It is expected that the hospital needs to maintain and even create a work atmosphere that can stimulate higher work productivity.

Keywords: *Work Productivity, Nurses*

INTRODUCTION

Nursing services are a key position in hospital services because in quantity

nurses make up the largest number of workers, provide 24-hour service and absorb more than 50% of the hospital budget. One of the important elements in improving service quality is by maximizing the competence of nurses in serving patients. Nurses are required to always be productive in carrying out nursing care because customer perceptions of service productivity are a total assessment of the need for a product which can be in the form of goods or services (Abu, 2017).

Based on Feni's (2013) research entitled Analysis of Factors Associated with Job Satisfaction of Nurses in Inpatient Installation A BLU Prof. Dr. R.D. KANDOU MANADO The results showed that there was a significant relationship between supervision and job satisfaction of nurses with a p value of 0.015 ($p < 0.05$), there was no significant relationship between the work itself and the job satisfaction of nurses with a p value of 0.500 ($p > 0.05$), and there is no significant relationship between job security and job satisfaction of nurses with a p value of 1,000 ($p > 0.05$).

According to research by Putri et al (2014) with the title Analysis of Factors Affecting the Work Productivity of Nurses at Bhayangkara Hospital Palembang in 2014, the results of bivariate analysis related to the work productivity of nurses in

hospitals were obtained. Bhayangkara Palembang is motivation (RP 95% CI = 1,829 (1,043-3,209)), training (RP 95% CI = 2,062 (1,249-3,406)), work climate (RP 95% CI = 1,931 (1,203-3,101)), and salary (IDR 95% CI = 2,509 (1,380-4,560)), while work ethic (IDR 95% CI = 1,391 (0.8-2,201)) and management (IDR 95% CI = 1,026 (0.640-1,647)) have no relationship to work productivity of nurses. From the multivariate analysis, it turns out that the variable has the greatest influence on the work productivity of nurses in the hospital. Bhayangkara Palembang is a salary.

Based on a preliminary survey conducted by researchers at the Royal Prima Medan General Hospital, that the hospital has a number of nurses of about 191 people who are placed in various nursing floors at the Royal Prima Medan General Hospital. Based on the above phenomena and research results, the researcher wants to look further regarding "Analysis of Factors Affecting Work Productivity of Nurses in Inpatient Rooms at Royal Prima Medan General Hospital in 2019".

LITERATURE REVIEW

Nurse

A nurse is a doctor's assistant. This sentence is not spoken openly for health workers wherever they are, nor is it acknowledged by the nurses themselves. However, many parties misinterpret the meaning of a nursing profession, one of which is society (Mardiyah, 2017).

Motivation

Motivation is an impulse that causes someone to take an action, if someone does

not want to learn, this shows that learning will not occur. Where motivation is a moving from within a person's heart to do or achieve a goal.

Income Level

Income is any additional economic capability received or obtained by a Taxpayer, whether originating from Indonesia or outside Indonesia, which can be used for consumption or to increase the wealth of the Taxpayer concerned, under whatever name and form. Income according to the Income Tax Law is divided into three types, income that is subject to tax, income that is subject to Final Income Tax and income that is not a tax object (Nasikhudinisme, 2017).

Work Environment

Work environment or organizational environment is an environment that affects the formation of a person's behavior at work. The work environment can be divided into two, namely the physical environment such as the buildings and facilities provided and the location of the building and its infrastructure (Zahro, 2018).

The Opportunity for Achievement

Achievement comes from the Dutch language, which means business results. Achievements obtained from the efforts that have been made. Understanding that achievement, a sense of self-accomplishment is the result of one's business. Achievements can be achieved by relying on intellectual, emotional, and spiritual abilities, as well as resilience in facing all aspects of life situations (Kurniawan, 2019).

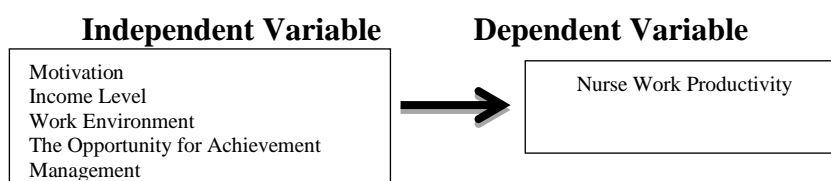


Figure 1 Conceptual Framework

Hypothesis

Based on the research background and the relationship between variables, the research hypothesis:

1. Ha: There is an influence of motivation on the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019.

Ho: There is no influence of motivation on the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019.

2. Ha: There is an effect of income level on the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019.

Ho: There is no effect of income level on the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019.

3. Ha: There is an influence of the work environment on the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019.

Ho: There is no influence of the work environment on the work productivity of nurses in the Inpatient Room of the Royal Prima General Hospital in 2019.

4. Ha: There is an influence of achievement opportunities on the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019.

Ho: There is no effect of opportunity for achievement on the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019.

5. Ha: There is a management influence on the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019.

Ho: There is no management influence on the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019.

MATERIAL AND METHODS

The research used by researchers is a quantitative approach with a survey method, namely by emphasizing hypothesis testing. In this approach, data is obtained in various ways, including through observation, distribution of questionnaires, as well as by direct interviews, with the aim of obtaining data that can be analyzed accurately and the

results of the conclusions can be generalized.

Population is defined as an area of generalization consisting of: objects / subjects that have certain qualities and characteristics that are determined by researchers to be studied and conclusions are drawn (Sugiyono, 2013). The populations of this study were 191 inpatient nurses. The samples in this study were 50 nurses in the inpatient room of the Royal Prima Medan General Hospital who worked for 3 years.

Data collection methods were obtained by distributing questionnaires to nurses who worked over 3 years at the Royal Prima Medan General Hospital. All data obtained were used to solve research problems. The data analysis techniques that the authors do are as follows: Univariate analysis, univariate analysis is an analysis carried out for one variable or per variable (Aulia, 2015). Bivariate Analysis, Bivariate analysis is used to determine whether there is a relationship between the independent variable and the dependent variable using chi-square statistics (Notoadmojo 2012) and Multivariate Analysis, Multivariate analysis is a method of processing a large number of variables, where the objective is to find the influence of the variables on an object simultaneously or simultaneously (Hidayat, 2016).

RESULTS AND DISCUSSION

The Influence of Motivation on Work Productivity of Nurses in Inpatient Rooms at Royal Prima Medan General Hospital in 2019

Statistically it shows that the value of 50,000 $df = 1$ with a significance value of 0.05 where $X^2 \text{ count} > X^2 \text{ table}$ means that Ha is accepted and Ho is rejected, meaning that there is a motivational effect on the work productivity of nurses. That as many as 1 person (2%) has low motivation.

According to the assumptions of researchers, the higher the motivation of the nurses, the higher the productivity of nurses

in working in the Inpatient Room of the Royal Prima General Hospital, Medan.

This is in accordance with the research of Zainaro et al. (2017) regarding the effect of work motivation on the performance of nurses in the Inpatient Room of the Alimuddin Umar Regional General Hospital in West Lampung Regency in 2017, this study shows that most of the work motivation of implementing nurses in the Alimuddin Hospital Inpatient Room Umar, West Lampung Regency, was not good enough, as many as 32 people (53.3%). Most of the performance of the nurses in the inpatient room at Alimuddin Umar Hospital, West Lampung Regency, was not good, as many as 34 people (56.7%). There is a relationship between work motivation and the performance of nurses in the Alimuddin Umar Hospital in West Lampung Regency with p -value = 0,000 and OR = 16,200. Leaders should be able to maintain motivation to nurses, so that nurses always have high performance, namely by providing incentives or bonuses to nurses who work overtime or have good performance. It is hoped that the leadership of Alimuddin Umar Regional Hospital of West Lampung Regency can maintain the giving of rewards to health workers at Alimuddin Umar Hospital, West Lampung Regency where they are very satisfied with the gift so that health workers can maintain good performance.

This is in accordance with Ishaya's (2017) research on the influence of motivation on employee work productivity at PT Arka Mahesa Pratama in South Jakarta, where the results of the study show that motivation variables on productivity have a positive effect. Thus it can be concluded by providing high motivation to employees, the higher the employee's work productivity.

This is in accordance with Setihada's (2012) study of the effect of education and motivation on employee work productivity at PDAM Kota Samarinda in 2012, the results show that motivation has the strongest influence on employee

productivity at PDAM Kota Samarinda in 2012.

Effect of income levels on the work productivity of nurses in the inpatient room of the Royal Prima Medan General Hospital in 2019

Statistically, it shows that the value of 24,000 $df = 1$ with a significance value of 0.05 where $X^2 \text{ count} > X^2 \text{ table}$ means that H_a is accepted and H_o is rejected, meaning that there is an effect of salary on the work productivity of nurses.

According to the assumptions of researchers, the higher the level of income of nurses, it will affect the productivity of nurses working in the Inpatient Room of the Royal Prima General Hospital Medan.

This is in accordance with the research of Suyono et al. (2013) on the analysis of factors that affect labor productivity in the leather industry in Magetan Regency, where the research results show that there is an effect of income on labor productivity at the center of leather work in Magetan Regency.

This is different from the results of research by Putri et al. (2014) on the analysis of factors affecting the productivity of nurses at Bhayangkara Hospital Palembang in 2014, where the results of the study were that there was a relationship between salary and work productivity of nurses at Bhayangkara Hospital Palembang.

The influence of the work environment on the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019

Statistically it shows that the value of 15,986 $df = 1$ with a significance value of 0.05 where $X^2 \text{ count} > X^2 \text{ table}$ means that H_a is accepted and H_o is rejected, meaning that there is an influence of the work environment on the work productivity of nurses.

According to the assumptions of researchers, the more comfortable the nurse's working environment will affect the productivity of nurses working in the Inpatient Room of the Royal Prima General Hospital, Medan.

This is in accordance with the results of Sipatu's (2019) study entitled the influence of motivation, work environment and work stress on the performance of nurses in the Inpatient Room of Undata Hospital, Palu, where the results of the work environment have a positive effect on the work of nurses in the inpatient room of RSUD Palu.

This is in accordance with Baraba's (2013) research on the influence of work environment and organizational commitment on job satisfaction of nurses, where the results of the study show that there is an influence of work environment on job satisfaction of nurses at PKU Muhammadiyah Tunas Medika Purworejo Hospital.

The effect of achievement opportunities on the work productivity of nurses in the inpatient room of the Royal Prima Medan General Hospital in 2019

Statistically it shows that the value of 11,735 $df = 1$ with a significance value of 0.05 where $X^2_{count} > X^2_{table}$ means that H_a is accepted and H_o is rejected, meaning that there is an effect of achievement on the work productivity of nurses.

According to the assumptions of researchers, the higher the chance for achievement of nurses will affect the productivity of nurses working in the Inpatient Room of the Royal Prima Medan General Hospital.

This is in accordance with the research of Ramadham et al. (2015) entitled the effect of compensation and work motivation on employee performance (a study on nurses at Dinoyo Islamic Hospital Malang, where the results showed that compensation greatly influenced the performance of employees of RSI Dinoyo Malang.

This is in accordance with the results of Susanti's (2014) research with the title of factors related to the work productivity of nurses in the inpatient room of the Cibinong Regional General Hospital (RSUD) in 2014, where the results of the study show that

there is a relationship between achievement opportunities and nurse productivity.

The influence of management on the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019

Statistically, it shows that the value of 24,490 $df = 1$ with a significance value of 0.05 where X^2 . According to the assumptions of researchers, the higher the motivation of the nurses, the more likely they will affect the productivity of nurses working in the Inpatient Room of the Royal Prima General Hospital Medan.

According to the researcher's assumptions, the existence of management support greatly affects the productivity of nurses working in the Inpatient Room of the Royal Prima Medan General Hospital.

This is in accordance with the results of Susanti's (2014) research with the title of factors related to the work productivity of nurses in the inpatient room of the Cibinong Regional General Hospital (RSUD) in 2014, where the results of the study showed that there was a relationship between management and nurse productivity.

This is different from the results of research by Putri et al. (2014) on the analysis of factors that affect the productivity of nurses at Bhayangkara Hospital Palembang in 2014, where the research results showed that there was no relationship between management and work productivity of nurses at Bhayangkara Hospital Palembang.

Multivariate Analysis Results

To get the dominant factor related to the productivity of nurses, the analysis was continued to a multivariate analysis using multiple logistic regression tests. That of the 5 independent variables that are thought to be related to the Work Productivity of Nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019. It can be explained that motivation, salary, work environment, achievement and management which states that nurse productivity is applied positively is 49,000

times more likely to be increased productivity.

CONCLUSIONS AND RECOMMENDATIONS

Conclusion

Based on the results of research on the analysis of factors that affect the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019, the following conclusions are drawn:

1. There is a motivational influence on the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019.
2. There is an effect of income level on the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019.
3. There is an influence of the work environment on the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019.
4. There is an effect of achievement opportunities on the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019.
5. There is a management influence on the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019.

Recommendations

Researchers' suggestions from research that has been conducted on "analysis of factors that affect the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019" are as follows:

1. For the Hospital

It is expected that the hospital needs to maintain and even create a work atmosphere that is able to stimulate higher work productivity. This can be done by paying attention to the factors that affect work productivity and also instilling a sense of belonging to a hospital, so that there will be a sense of being involved in maintaining and maintaining the hospital.

2. For further researchers

As for some suggestions that need to be considered for further researchers regarding the analysis of the factors that affect the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019, further researchers are expected to study more sources and references related to the analysis of factors, which affects the work productivity of nurses in the Inpatient Room of the Royal Prima Medan General Hospital in 2019 so that the research results can be better and more complete.

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