



## ***Factors Influencing the Performance of Nurses and Midwives at Jimmy Medika Borneo Mother and Child Hospital***

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### **ARTICLE INFO**

#### **Keywords:**

Human resources  
Financial  
Knowledge  
Leadership  
Communication

### **ABSTRACT / ABSTRAK**

The task of health workers is to organize or organize quality health services in accordance with their expertise and / or competence, one of which is nurses. Hospitals are one part of the health care system that plays an important role in improving the degree of public health. This study aims to find out what factors affect the performance of nurses and midwives at Jimmy Medika Borneo mother and child hospital. This research is a quantitative research with a cross-sectional approach. The samples in this study were nurses and midwives whose total sample was 45 people. The variables measured in this study are human resources, finances, knowledge, leadership and communication. The results showed that there was an influence of human resources ( $p = 0.00$ ), financial ( $p = 0.03$ ), knowledge ( $p = 0.04$ ), leadership ( $p = 0.024$ ) and communication ( $p = 0.03$ ) on the performance of nurses in carrying out nursing and midwifery services.

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## 1. INTRODUCTION

Health Law of the Republic of Indonesia No. 36 of 2009, which regulates that health efforts include efforts to improve health (promotion), disease prevention (preventive), increase health efforts to achieve an optimal degree of health in the community. Healing and health recovery (rehabilitation) are carried out holistically, integrated, and sustainably and are carried out with the support of the government and the community of health resources, including health workers.

The task of health workers is to organize or organize quality health services in accordance with their expertise and / or competence, one of which is nurses. Hospitals are one part of the health care system that plays an important role in improving the degree of public health. In recent years, hospitals in Indonesia have developed in accordance with the development of technology, science and information systems. This growth affects competition between hospitals, so hospitals compete with each other to improve the quality of services they provide to the community.

In the current era of globalization, the demand for service activities has become very important. Hospitals must provide comprehensive and quality services to satisfy patients as customers. The strategic issue of hospital development and competition is to improve service efficiency by providing quality services.

Care services are an important part of healthcare. The nursing profession as a service provider is at the forefront and is a factor that largely determines the good and bad image of a hospital. The customer judges the image of the health service based on the impression he receives about the quality of medical services, receiving services in the hospital. In other words, the quality of nursing work is one of the determinants of the hospital's reputation in the eyes of the community.

According to Kotler (1997) said that there are three main elements that operate in the quality of service, namely customer (customer), service provider (customer service) and management (management). One of the most important things to achieve service quality is the efficiency of service personnel in communicating with customers (patients). The interaction between officers and patients is a very deep thing that patients experience when receiving services. This process is strongly influenced by the behavior of civil servants in providing services. Kotler also stated that there are 5 factors in service quality, namely (1) Tangibles, physically visible elements such as cleanliness, design, equipment, and technical ability, (2) Reliability: the ability of a service to provide results that match customer expectations, (3) Responsiveness: the ability of a service to meet customer needs quickly and precisely, (4) Assurance: the ability of a service to provide trust and confidence to customers, (5) Empathy: the ability of a service to provide attention and concern for customer needs.

Quality improvement in hospitals through patient services is usually initiated by nurses through various activities such as quality control groups, the implementation of nursing and midwifery standards, problem solving methods and improving nursing and midwifery practices must be able to maintain and improve the quality of services to patients according to standards. The standard of care for nurses and midwives is to respect the rights and dignity of patients and respect humanitarian and human rights principles, and also topay attention to patient needs holistically by considering all aspects of patient life.

Based on some of the descriptions above, it can be interpreted that the work of nurses has a very important role in improving the quality of nursing services towards excellent service and especially in increasing hospital nursing staff.

## 2. MATERIALS AND METHOD

The research design used was a cross-sectional study, analyzing the factors that influence between the independent variables nurse performance actors to the dependent variables, namely the process ofprathing. The sample in this study was 45

nurses using Total sampling, validity and reliability tests were also carried out in this study, while data analysis was carried out using linear regression analysis.

### 3. RESULTS AND DISCUSSION

This research was conducted at the Jimmy Medika Borneo Samarinda Mother and Child Hospital to see the factors that affect the performance of nurses and midwives in terms of five factors, namely humans, finances, knowledge, leadership, and communication. The subjects of this study were health workers, especially nurses and midwives, the number of nurses sampled was 20 and the number of midwives was 25 so that the total sample was 45 people.

**Tabel 1. Factors Affecting The Performance Of Nurses And Midwives At Jimmy Medika Borneo Mother And Child Hospital**

Influencing Factors	Kinerja Perawat				Total		P VALUE
	Enough		Less		n	%	
	n	%	n	%	n	%	
<b>Human</b>							
Enough	20	71	7	41	27	60,0	0,00
Less	8	29	10	59	18	40,0	
Total	28	100	17	100	45	100	
<b>Finance</b>							
Enough	19	70	6	33	25	55,6	0,04
Less	8	30	12	67	20	44,4	
Total	27	100	18	100	45	100	
<b>Knowledge</b>							
Enough	23	77	5	33	28	62	0,03
Less	7	23	10	67	17	38	
Total	30	100	15	100	45	100	
<b>Leadership</b>							
Enough	25	86	5	31	30	67	0,024
Less	4	14	11	69	15	33	
Total	29	100	16	100	45	100	
<b>Communication</b>							
Enough	19	66	6	38	25	56	0,03
Less	4	14	16	100	20	44	
Total	23	79	22	138	45	100	

Human resources are divided into two categories, namely sufficient and less. Poor Manusia resources can lead to poor performance. The survey results of IA Jimmy Medika Borneo Samarinda Hospital as many as 28 respondents (71%) human resources are sufficient and perform quite well, while 29% are not good but the results are quite good. Significance value  $p\text{ value} = 0.00 < \alpha = 0.05$  which means that there is an influence of human resources on the performance of nurses and midwives at Jimmy Medika Borneo Samarinda Mother & Child Hospital.

Human resources are the labor that is the main driver or machine in carrying out operations. Poor staff can lead to poor performance when it is seen that in an adequate class of hospital employees, Jimmy Medika Borneo Mother & Child Hospital also has the

majority of human resources that work well. This means that the quality of good human resources is directly proportional to the performance of nurses and midwives. If the quality of nurses and midwives is good, then the work efficiency is also good.

The opposite is true in groups with inadequate human resources, it was found that most of the human resources were also low. The quality of nurses at Jimmy Medika Borneo Mother & Child Hospital is less than commendable, because there are still many nurses who lack training to improve the quality of abilities. Although not all nurses and midwives have attended the training, there are still many who are still few due to lack of experience. In line with the research of Rachdiansyah, I., & Tesmanto, J. (2021) that the quality of human resources has a positive influence on the performance of employees in carrying out their duties and functions at the Bekasi City Regional General Hospital.

Finance is divided into two categories, namely sufficient and less. Poor finances can lead to poor performance. The survey results stated that as many as 19 respondents (70%) were financially sufficient and performed quite well, while 30% of finances were not good but the results were quite good. Significance value  $p\text{ value} = 0.04 < \alpha = 0.05$  which means that there is a financial influence on the performance of nurses and midwives at Jimmy Medika Borneo Samarinda Mother & Child Hospital.

Funding is a service that nurses pay for the work they do. Nurses and midwives receive considerable financial support from the hospital, therefore nurses and midwives are increasingly encouraged to work for good work results. Conversely, if nurses and midwives receive money from the hospital, the performance of nurses known to patients is also not good. In line with Garini, E. A., & Heryjanto (2021) *financial rewards* have a positive and significant effect on employee loyalty, but according to Marhawati, M. (2021) stated that compensation does not have a positive effect on the performance of employees of Jala Ammari Hospital, Makassar City.

Knowledge is divided into two categories, namely sufficient and lacking. Poor knowledge can lead to poor performance. The survey results stated that as many as 23 respondents (77%) Knowledge is sufficient and performs quite well, while 23% knowledge is not good but the results are quite good. Significance value  $p\text{ value} = 0.03 < \alpha = 0.05$  which means that there is an influence of knowledge on the performance of nurses and midwives at Jimmy Medika Borneo Samarinda Mother & Child Hospital.

Knowledge is an understanding of educational background, skills and work experience. Seen in the group of nurses and midwives with good knowledge, most of the nurses and midwives at Jimmy Medika Borneo Samarinda Mother & Child Hospital are also good. This means that the knowledge of nurses and midwives is directly proportional to their performance. If nurses and midwives have sufficient knowledge about the application of their fields, then the results of their work will also be maximum.

In line with Toendan's research, R. Y. (2019) knowledge is in line with competence in work so that it has a positive impact on the performance of nurses and midwives of Jimmy Medika Borneo Samarinda Mother & Child Hospital. Further study by Aminayanti, N., Kusumapradja, R., & Arrozi, M. (2021) knowledge, attitudes and motivation of employees have a simultaneous effect on service or in other words by performance.

Leadership falls into two categories, namely sufficient and lacking. Poor knowledge can lead to poor performance. The survey results stated that as many as 23 respondents (77%) Leadership is sufficient and performs quite well, while 23% Leadership is not good but the results are quite good. Significance value  $p\text{ value} = 0.03 < \alpha = 0.05$  which means that there is an influence of Leadership on the performance of nurses and midwives at Jimmy Medika Borneo Samarinda Mother & Child Hospital.

Leadership is the ability of management to organize and influence its staff. Nurses and midwives think that the management of the room manager is good enough so that nurses and midwives are more motivated in working to have good performance. The quality of the work of nurses and midwives largely depends on the character and style of the

manager. If the leader is the type of leader who can motivate his subordinates, then health workers will also be motivated to work.

The leadership factor of the room manager is one of the most important factors of nurse work efficiency, because the manager does not base his decisions on the majority vote, and the manager rarely encourages nurses and midwives to work actively, and the manager rarely asks his opinion when solving problems or ideas from nurses and midwives. In line with Gani, A. A. (2020) leadership style has a dominant influence on nurse performance through efforts to organize, foster participation, and support subordinates in working to improve nurse performance better in achieving the goal of providing nursing and midwifery services.

Communication falls into two categories, namely sufficient and lacking. Poor communication can lead to poor performance. The survey results stated that as many as 23 respondents (77%) Communication was sufficient and performed quite well, while 23% Communication was not good but the results were quite good. Significance value  $p\text{ value} = 0.03 < \alpha = 0.05$  which means that there is an influence of Communication on the performance of nurses and midwives at Jimmy Medika Borneo Samarinda Mother & Child Hospital.

Communication is the transmission of ideas from a source to one or more recipients with the aim of changing their behavior. Nurses and midwives who get along quite well with patients, so nurses and midwives are more motivated to work to get good results. Communication factors play an important role in creating patient satisfaction. If the nurse has excellent communication skills with patients, the patient will automatically feel satisfied and comfortable with the services he receives, because patient satisfaction is the result of maximum nurse work efficiency. In line with the research of Riono, S. B., Syaifulloh, M., & Utami, S. N. (2020) stated that organizational communication, organizational culture and organizational commitment have a significant effect on employee performance.

#### 4. CONCLUSION

Human resources, finances, knowledge, leadership and communication are guided by the performance of midwives and nurses

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