

Analysis of Human Resources Development Factors on Nurse Performance at Patient Ward, Dr. Abdoer Rahem Hospital, Situbondo, East Java

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ABSTRACT

Background: Hospitals are required to be able to provide optimal health services for the community by improving the performance of hospital employees, one of whom is a nurse. Important Human Resource development factors are education, training, work periods, transfers and promotions. These factors are expected to improve the performance of nurses in providing nursing services. The aims of this study was to describe the influence of Human Resource Development on the Nurse Performance.

Subjects and Method: This was an analytic observational study carried out at dr. Abdoer Rahem Hospital, Situbondo, East Java, from 12 to 28 May 2022. A sample of 112 nurses was selected by simple random sampling. The dependent variable was nursing performance. The independent variable are education, tenure, training, transfer, and promotion. The data were analyzed by a multiple linear regression.

Results: Education ($b = 2.23$; 95% CI = 0.26 to 6.14; $p < 0.001$), tenure ($b = 0.19$; 95% CI = 0.32 to 3.70; $p < 0.001$), had trained ($b = 0.08$; 95% CI = 0.15 to 2.06; $p = 0.042$), transfer ($b = 0.37$; 95% CI = 0.16 to 2.36; $p = 0.020$), and promotion ($b = 0.36$; 95% CI = 0.15 to 2.22; $p = 0.029$) were significantly associated with nurse performance.

Conclusion: There is a very significant influence between of education, work periods, training, mutation and promotion on the performance of nurses at dr. Abdoer Rahem Hospital Situbondo.

Keywords: human resources development, nurse performance

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BACKGROUND

Human Resource Development (HR) can be understood as the preparation of individual employees to assume different or higher responsibilities within the organization. Development usually relates to increasing the intellectual or emotional abilities needed to do a better job. Human resource development is a part of the human resource management system, which includes education,

training and development, career development, and programs and processes of organizational development. (Werner and DeSimone, 2011).

Performance is the real behavior displayed by employees in carrying out work and the results achieved from this work. Performance is the level of employee work in achieving the job requirements given, in other words performance is the work of employees

both in terms of quality and quantity based on predetermined work standards (Yusuf Palgunanto, Suparno Achmad Dwityanto, 2010).

Nursing services contribute to determining the quality of service in hospitals, so nurses are required to have good performance because with good nurse performance and according to standards, the quality of health services in hospitals will also increase.

The performance of nurses in patient rooms in carrying out their duties or work in several reports submitted is sometimes not in accordance with what society expects. Nurses often make mistakes that shouldn't happen, for example, they often don't come to work, come to work not according to schedule, don't really comply with working hour regulations, lack commitment to their duties and have poor ethics. This will have bad consequences for the agency, because work often cannot be completed at the allotted time, a lot of time is not used properly, this results in low nurse performance.

Based on reports from the Center for Complaints and Information (PIP), one of the problems that still occurs in the inpatient room of Dr. Abdoer Rahem Hospital, Situbondo Regency, is that most nurses do not provide clear information to patients or their families regarding care, treatment, and finances, nurses act less sensitive, nurses are not friendly, lack smiles, greetings and greetings to patients and their families, nurses rarely accompany patients and come only when called and even then only briefly, nurses do not finish work on time, patients are rarely controlled by nurses, especially during daily checks, nurses spend a lot of time in the office, this certainly hinders the services that will be provided to patients. As well as based on data reports from the annual profile of the Situbondo District Health Office, it is stated that there has been a decrease in the number of hospitalized patients,

especially for patients with cases of common or non covid diseases during the last two years, namely in 2020 and 2021. The aims of this study was to describe the influence of Human Resource Development, namely aspects of Education, Training, Work Peri-ods, Transfer and Promotion on the Nurse Performance Inpatient Room at Dr. Abdoer Rahem hospital in Situbondo Regency.

SUBJECTS AND METHOD

1. Study Design

The researcher used an observational quantitative design with a cross sectional approach. This research was carried out on may 12-28 2022 at Dr. Abdoer Rahem Hospital, Situbondo Regency.

2. Population and Sample

The total population of 155 respondents and a sample of 112 respondents were taken using the Simple Random Sampling technique.

3. Study Variables

Independent Variables: education, training, works periods, transfer and promotion
Dependent Variable: nurse performance.

4. Operational Definition of Variables

Education: the level of education that has been achieved by nurses as evidenced by graduation.

Training: The informal education process/ structured activities carried out within a certain time organized/ supervised by an accredited institution.

Work Periods: The experience and ability to work in the time that has been passed and passed in an organization/ institution.

Transfer: Changes regarding or transfer of work/position/place/other positions of the same level.

Promotion: The appointment/ increase/ change in a position that increases the authority and responsibility of employees to a higher level/position.

Nurse Performance: a series of achievements or results obtained from activities or work for a certain period of time by nurses.

5. Study Instrument

The instrument used is a questionnaire sheet to analyze the effect of education, training, works periods, transfer and promotion on the nurse performance at Dr. Abdoer Rahem Hospital Situbondo Regency.

6. Data Analysis

Data analysis using Multiple Linear Regression test by using software Statistical Package for the Social Sciences (IBM SPSS) 26.

7. Research Ethics

The ethical test has been carried out and the results have passed the ethical clearance test at the IIK Strada Indonesia ethics commission. The research ethics permit approval letter was obtained from the Research Ethics Committee at the Indonesian Strada Institute of Health Sciences, City of Kediri, No. 2909/-KEPK/III/2022, on 16Maret 2022.

Table 1. Characteristic Sample

Characteristics	Category	Frequency	Percentage
Education	Nursing Academy	38	33.92 %
	Bachelor of Nursing	74	66.07%
Work Periods	6 years	13	11.61 %
	21 years	12	10.71 %
Training	20 times	10	8.93 %
	23 times	9	8.04 %
Transfers	1 times	40	35.71 %
	4 times	22	19.64 %
Promotion	0 times	30	25.78 %
	5 times	6	5.36 %

2. Multiple Linear Regression Analysis

Table 4. The result of multiple linear regression analysis

Independent Variables	b	(95%) CI		P
		Lower Limit	Upper Limit	
Education	2.23	0.26	6.14	<0.001
Work Periods	0.19	0.32	3.70	0.000
Training	0.08	0.15	2.06	0.042
Transfer	0.37	0.16	2.36	0.020
Promotion	0.36	0.15	2.22	0.029

n observation=112
Adj R-Squared= 0.97
p<0.001

RESULTS

A. Characteristic Sample

The last educational level variable can be seen that 33.93% of the respondents were graduates of D3/Academy of Nursing as many as 38 people, as many as 65.18% (74 people) of respondents with Bachelor of Nursing (Ners) education. Mostly nurse worked for 6 years (11.61%). For the training variable, the most respondents were 20 times, namely 10 respondents (8.9%) and 23 times 22 respondents (8.04%). Then the transfer variable of the majority of respondents had been transferred 1 time by 40 respondents (35.71%) and 4 time by 22 respondent (19.64%), and the Job Promotion variable had a percentage the highest was never promoted (0 times) by 30 respondents (26.78%) and the lowest was promoted 5 times by 6 respondents (5.36%).

B. Multivariate analysis

The results of multiple linear regression in Table 2 showed that education ($b= 2.23$; 95% CI= 0.26 to 6.14; $p<0.001$), tenure ($b= 0.19$; 95% CI= 0.32 to 3.70; $p<0.001$), had trained ($b= 0.08$; 95% CI= 0.15 to 2.06; $p= 0.042$), transfer ($b= 0.37$; 95% CI= 0.16 to 2.36; $p= 0.020$), and promotion ($b= 0.36$; 95% CI= 0.15 to 2.22; $p= 0.029$) were significantly associated with nurse performance.

DISCUSSION

1. The influence of education on nurse performance

This study showed that the higher a person's education, the better his performance, and vice versa, the lower a person's education, the poorer his performance. Even so, it cannot be denied that there are some people who have poor performance even though they have high education and there are also those who have low education but still have good performance.

Research conducted by Juliana (2015) also shows that there is an effect of education level on employee performance. The high level of education of an employee will affect his ability to achieve optimal performance. Based on research conducted by Ningrum (2013), it also shows the results that employee education has a significant effect on employee performance. This can be explained that education is the basis for forming, preparing, fostering and developing the capabilities of human resources which are very decisive in future success.

According to Notoatmodjo (2010) states that "Education within the organization is a process of developing capabilities in the direction desired by the organization concerned". The higher a person's education, it is expected that his human resources will be higher. Without the provision of education, it is impossible for people to easily learn new things in a work method or system. So it can

be concluded that the level of education is needed by an employee, because it will be able to have a good influence on himself and on the organization where he works. The level of education will also have a strong influence on the performance of employees to carry out and complete the work that has been determined properly, because with adequate education the employee's knowledge and skills will be broader and able to solve the problems faced.

2. The influence of tenure on nurse performance

From the results of the research conducted, there is a very significant influence on one's tenure/long service life on performance. This can be seen from several respondents who have long tenure, they have good/good performance values. Work experience can affect the performance produced by employee. This is supported by the theory of Robbins and Timothy (in Aristarini (2014), that work experience has a positive effect on employee performance. This means that the more work experience, the higher employee performance. Conversely, the less work experience, the lower employee performance.

Work experience is the main provision for an employee to pursue a particular field of work, especially for companies that prioritize certain talents or abilities of an employee. Experienced employees will find it easier to complete work when compared to employees who lack work experience. Employee work experience can be seen from various indicators, namely length of service, level of knowledge and skills possessed, mastery of tools and work, and job classification.

Work experience according to Simanjuntak (1985) stated that work experience is a true teacher. Through work experience, technical knowledge and work skills can be used simultaneously. One of the job requirements is work experience. Companies tend to

choose prospective employees who are experienced rather than inexperienced, who are seen as more capable of carrying out the tasks they will be doing. The fact shows that the longer an employee works, the more experience the workforce has. With work experience, a person will be able to carry out their duties properly so that work productivity will also improve. Work experience that is owned by someone is sometimes more valued than a high level of education (BedjoSiswanto 1987). A person's tenure is related to work experience, the longer a person works in a field, the more experienced that person is.

3. The influence of training on nurse performance

The results of this study indicate that there is a very significant effect of training on the performance of a nurse in providing nursing services. Because in theory a person's ability is formed by the process of learning and practicing. Although there were some respondents who had participated in the training, their performance scores were also lacking. This is caused by the relevance or irrelevance of the training provided. It is also influenced by the willingness of nurses to receive training and behavioral factors of employees to respond to the training so that it can affect the performance of the nurses themselves.

Research conducted by Yusnita (2015) shows the results that employee training has an effect on employee performance with a positive t value. This means that if there is a lot or frequent training, performance will also increase. Training needs must not only be considered by agencies but must be supported by training methods, training materials, trainers or instructors, and good training facilities in order to provide maximum results when training is carried out.

Training is a process by which people achieve certain abilities to help achieve agen-

cy goals. Therefore, this process is tied to various organizational goals, training can be viewed narrowly or broadly. To a limited extent, training provides employees with specific and identifiable knowledge and skills used in their current jobs. Training will get a satisfactory return on investment in human capital which is an important part of the organization's strategy for the future.

4. The influence of transfer on nurse performance

From the results of this study it was found that there was a significant influence between transfer variables and nurse performance. The principle of transfer is to move employees to the right position and the right job, so that their morale and work productivity increase, which aims to increase work efficiency and effectiveness within the company. Transfer are one of the follow-ups that are carried out from the results of evaluating employee motivation and performance. Transfers are expected to provide job descriptions, nature of work, work environment, and work tools that are suitable for the employee concerned so that he can work efficiently and effectively in that position.

Movement within a company is not a punishment. But in the eyes of society it is often understood that mutation is a form of punishment in the field of employment. Such an assumption mainly comes from employees who feel inadequate, incompetent or less successful in carrying out their duties and employees who feel they have made a mistake. Such an assumption is of course not always true. Regardless of the reasons that actually exist, the holding of a transfer is not a sentence of office. Mutations are a natural thing in every organization or agency, both government and private.

Hasibuan (2008) states that mutation is a change in position /place/work that is carried out both horizontally and vertically within one organization. Basically, mutation

is included in the employee development function, because the aim is to increase the efficiency and effectiveness of work within the company (government). Meanwhile, according to Sastrohadiwiryono (2002) mutation is an employment activity related to the process of transferring functions, responsibilities and employment status of workers to certain situations with the aim that the work force concerned obtains deep job satisfaction and can provide the maximum possible work performance to the company.

5. The influence of promotion on nurse performance

The results of this study explain that there is a significant influence of the promotion variable on nurse performance. It means that someone who has been promoted has a better performance value than someone who has never been promoted. Promotion provides an important role for every employee, even a dream that is always looked forward to. Promotion means that there is trust and recognition regarding the ability and skills of the employee concerned to occupy a higher position. Thus, promotion will provide employees with greater social status, authority, responsibility, and outcomes.

Promotion is an action in which an employee is transferred from one job to another whose responsibility is greater, his level in the hierarchy of positions is higher and his income is also greater. Every employee longs for a promotion because it is seen as a reward for someone's success in demonstrating high work performance in fulfilling their obligations.

Promotion is a transfer that increases the authority and responsibility of employees to a higher position in an organization so that the obligations, rights, status and income are greater, Malay (2004). According to Flippo, promotion means moving from one position to another with higher status and responsibility. Usually a move to a higher position is

accompanied by an increase in salary/other wages, although this is not the case (2004).

AUTHOR CONTRIBUTION

Agung as the main researcher, formulates problems, collects research data, Sentot Imam Suprpto, Prima Dewi K as supervisors who have provided input and suggestions for the perfection of this thesis.

CONFLICT OF INTEREST

There is no conflict of interest in this study

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