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The influence of competence, work environment and organizational culture on nurse performance at Dr Soekardjo Tasikmalaya hospital

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ABSTRACT

This study aims to obtain empirical evidence regarding the effect of competence, work environment, and organizational culture on the performance of nurses in RSUD dr Soekardjo Tasikmalaya. The results of this study can be used as a contribution of thoughts for the leadership of RSUD Dr. Soekardjo Tasikmalaya to improve the performance of nurses through increasing competence and work environment as well as organizational culture. The research method used is descriptive analysis and verification. The data collection used interviews using a questionnaire accompanied by observation and library techniques. Sampling using a simple random sample. Data collection in the field will be carried out in 2022 2. The data analysis technique used Path Analysis. The results showed that competence, work environment, and organizational culture are included in the excellent category, and the performance of nurses, in general, is good. There is an influence of competence, work environment, and corporate culture on the performance of nurses in RSUD Dr. Soekardjo Tasikmalaya. Meanwhile, competence is partially more dominant in influencing the performance of nurses' performance than the work environment and organizational culture.



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Introduction

Health service is the right of every person guaranteed in the 1945 Constitution of the Republic of Indonesia, which must be realized through efforts to improve the health status of the community as high as possible. The Hospital is a health service institution for the community with characteristics that are influenced by the development of health science, technological advances, and the socio-economic life of the community, which must continue to be able to improve services that are more qualified and affordable by the community to realize the highest degree of health. To improve the quality and reach of hospital services and regulate the rights and obligations of the community in obtaining health services, it is necessary to hold hospitals by law. This regulation is contained in Law No. 44 of 2009 concerning Hospitals (Republik Indonesia, 2009). A hospital is a complex, expert, and capital-intensive healthcare institution (Hastuti & Lestari, 2014).

In addition, according to Siregar and Amalia in (Annisa & Mustikawati, 2017), it is stated that the hospital is a complex organization, using a combination of unique and complicated scientific tools, which functioned by various units of trained and educated personnel in dealing with and dealing with modern medical problems, all of which are bound together in the same intention, for the restoration and maintenance of good health. To maintain the success and survival of the company, an organization always keeps and improves its resources, including preparing knowledge and skills and providing a work environment that can help effectively. Efficiency and the creation of a culture to achieve high and quality performance from its employees. According to (Fahmi, 2014), performance is the result obtained by a member of the organization, whether the organization is profit-oriented and nonprofit oriented, which is produced during a specific period. In addition, performance is about how to do work and how to do it (Manik & Syafrina, 2018).

In a hospital organization, efforts to create a hospital that has a good (quality) image in the eyes of its customers are primarily determined by the quality of its standardized human resources (Salami, Kencana, Apriansyah, Agrasadya, & Irawati, 2020). According to Abdurrahmat in (Astuti, 2018), human resource management is a control process based on the management function of human-sourced resources. Standardized human resources mean that the person owned by the organization has the skills and knowledge of the field of work carried out in terms of the level of education and experience of the human resources concerned. Hospital human resources are specialized because all health workers, such as nurses, doctors, specialists, pharmacists, and others, specifically have an educational background according to the field of work they are doing (Badi'ah & Kp, 2022).

With an educational background, human resources in hospital organizations are expected to be able to support quality hospital services, especially in the current era, which demands superior quality of human resources, which is marked by the synergy between the freedom of mastery of science and the skills to utilize information technology. A doctor and nurse are not only required to provide medical services and care. Still, they must be able to use computers and master communication skills well with patients so that patient relationships with healthcare workers can run well. Of course, you can imagine what would happen if there was a distortion in the communication relationship between the patient and the healthcare provider. The quality of human resources distinguishes Hospital human resources from other hospital human resources because the educational background may be the same.

Still, the mastery of information and communication technology can be different. To improve the organization's competitiveness, knowledge is needed that is well managed. Of course, do not forget the skills that are by the competencies the needs of the organization. Employee competence is the behavior of expertise or superiority displayed by a leader or staff who have good skills, knowledge, and behavior, while the state of the work environment only includes employee responses to the work environment so that it will produce satisfaction for employees for their work results (Anggraini, 2018). An employee with high competence, such as knowledge, skills, abilities, and attitudes in his position, is always motivated to work effectively, efficiently, and productively (Rande, 2016). Knowledge can make a company's competitiveness (Aperti, 2018). There are four criteria for identifying resources in achieving competitive advantage, namely valuable, rare, difficult to imitate, and difficult to replace.

At this time, the Hospital (RS) has experienced development in line with advances in science, technology, and information and is in a competitive global atmosphere. In such a situation, every Hospital must be able to provide complete and quality health services based on the application of a clear management concept to be able to give satisfaction to patients as customers (Nahar et al., 2014). Qualified health workers support the success of health services in a hospital according to their expertise and authority. They have excellent performance in building the level of patient healing. One health worker who has an essential role in services in hospitals is a nurse (Buheli, 2012).

Nurses are human resources (HR) who contribute to health services in hospitals because nurses are a profession that provides services at the forefront constantly and continuously (intensely) for 24 hours to patients every day. This shows that nursing services can significantly contribute to determining the good or bad image or quality of hospital services. Thus, every effort to improve the quality of hospital services must also be accompanied by efforts to improve the quality of nursing services, one of which is by improving the performance of nurses (Puspita, GW, & Hawignyo, 2022). Performance Nurses still need to be maximally improved in providing nursing services because performance is an important part that affects the quality of nursing services.

The problem of the ability to compete is the main reason hospitals develop quality services according to quality standards and oriented to patient satisfaction. According to (Liana, 2020) explains that ability is essential in increasing work productivity. Ability relates to the knowledge and skills possessed by a person.

According to (Haririya, 2013) states that skills and abilities are two essential things that are interconnected where a person's ability can be seen from the skills that are realized through his actions. Meanwhile, according to Stoner in (Rukmana, 2016), an employee's performance is influenced by motivation, ability, and perception.

The performance of a worker or employee in an organization or work institution is influenced by many factors, both from within the employee and environmental factors, the work itself by (Nasution, 2014). According to Ahyari in (Ferawati, 2017), the work environment is an environment where employees carry out their daily tasks and work so that employees have psychological desires that must be fulfilled to work well. The work environment is a condition and institution in the environment around employees in carrying out work, work methods, and work arrangements as groups and individuals (Hendaryan & Yulianti, 2018). Employees who are guaranteed occupational safety and health will work optimally, which will impact the products produced. An uncomfortable work environment when carrying out work can result in delays in the given project, so a lousy workplace health environment can reduce the health and workforce of employees (M. Syariffudin, 2020). Factors that affect a person's performance are Characteristics of the work environment, Job and Equipment, Psychological Tension, Work Procedures, and Physical Tension. Factors that can be included in the work environment and significantly impact morale and work environment are coloring, cleanliness, air exchange, lighting, music, safety, and noise level (Nitisemito, 2022). So a conducive work environment provides a sense of security and allows employees to work optimally. The work environment directly influences employees in completing responsibilities to the organization (Nabawi, 2019).

According to Kotter and Heskett in (Kusdi, 2011), a strong culture will correlate with organizational performance if the values in the culture support adaptation to the environment. If a culture is strong and supports high ethical standards, it will have a very potent and positive influence on employee behavior (Amanda, Budiwibowo, & Amah, 2017). So, organizational culture has a very strategic role in encouraging and improving the effectiveness of organizational performance, especially employee performance, both in the short and long term. (Muis, Jufrizen, & Fahmi, 2018). Factors that affect performance (Sutermeister Modification).

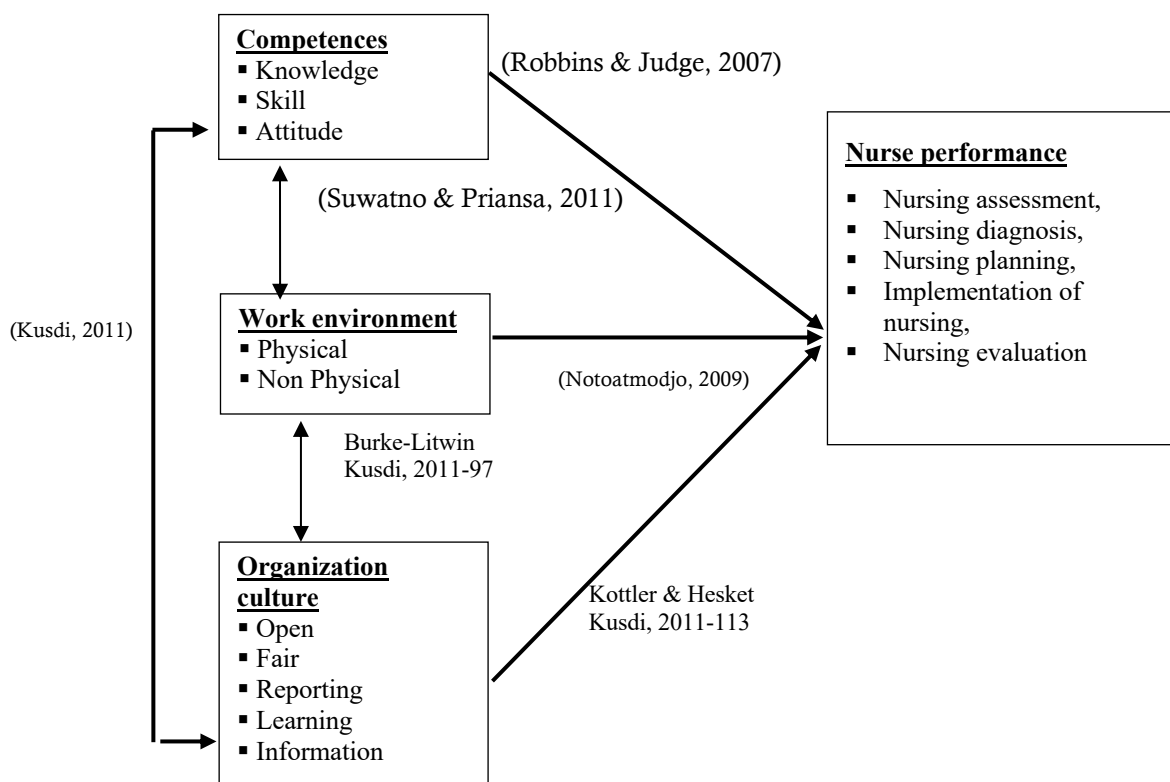


Figure 1. Research Paradigm

Method

This research method uses surveys, namely research conducted on large and small populations, but the data studied are data from samples taken from the people so that relative, distributive events and relationships

between sociological and psychological variables are found (Karlinger in (Sugiyono, 2016)), the survey used is descriptive and verification with the concept of evaluation research. The descriptive survey method is a research method that aims to obtain a description of the characteristics of variables. The nature of verification research basically wants to test a hypothesis's truth through data collection in the field. The analysis consists of two types descriptive analysis is mainly for qualitative variables, and verificative analysis, in the form of hypothesis testing using statistical tests.

Quantitative analysis is emphasized to reveal the Behavior of research variables, while descriptive/qualitative analysis is used to explore the Behavior of causal factors. Using a combination of these analytical methods, a comprehensive generalization can be obtained data analysis using Path Analysis. The type of data used in this research is subject data (self-report data)—Soekardjo Tasikmalaya, who was used as a respondent in this study. Sources of data needed in this study are primary data and secondary data. Primary data is obtained by researchers directly in the field and sourced from respondents (Sugiyono, 2016). The preliminary data referred to in this study are the characteristics and opinions obtained directly from the employees of RSUD, Dr. Soekardjo Tasikmalaya. Secondary data is generally in evidence, historical records, or reports compiled in published and unpublished archives (documentary data) provided by RSUD Dr. Soekardjo Tasikmalaya.

Results and Discussions

Competence, Work Environment, and Organizational Culture on Nurse Performance at Dr. Soekardjo Hospital Tasikmalaya

Below is the average value, range of deals, and criteria for respondents' answers for all the variables studied in this study, as follows:

Table 1. Average Value, Range of Values and Respondents' Answer Criteria

No	Variable	Flat	Value Range	Criteria
1	Nurse Competence	3.43	3.42 to 4.20	Well
2	Work environment	3.57	3.42 to 4.20	Well
3	Organizational culture	3.20	2.60 to 3.41	Pretty good
4	Nurse Performance	3.39	2.60 to 3.41	Pretty good

Source: data processed 2022

Based on Table 1 above, it can be seen that the average value of each variable is in the interval value of 3.20 to 3.57, where the work environment is the variable that has the highest average value and organizational culture. is the variable that has the lowest average value. In general, it can be concluded that competence, work environment, and corporate culture on the performance of nurses at Dr. Soekardjo Tasikmalaya Hospital are included in the excellent category.

The Influence of Competence, Work Environment, and Organizational Culture on Nurse Performance at Dr. Soekardjo Hospital Tasikmalaya

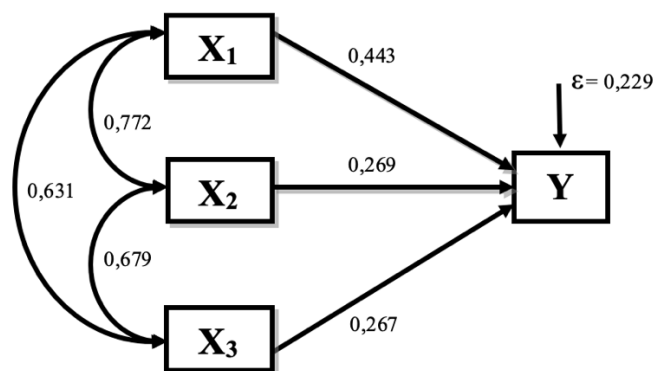


Figure 2. Causal Relationship Structure from X₁, X₂, X₃, to Y

Keterangan:

- X₁ : Kompetensi
- X₂ : Lingkungan kerja
- X₃ : Budaya organisasi
- Y : Kinerja perawat

The Great Influence of Each Competence, Work Environment and Organizational Culture Against Nurse Performance

The following is the magnitude of the influence of each competence, work environment and organizational culture on the performance of nurses simultaneously.

Table 2. Effect of Competence (X1), Work Environment (X2) and Organizational Culture (X3) on Nurse Performance (Y)

Var	Direct Influence	Indirect influence			Sub total indirect effect	Total Influence
		X ₁	X ₂	X ₃		
X ₁	19.62	-	9.20	7.46	16.66	36.28
X ₂	7.24	9.20	-	4.88	14.08	21.32
X ₃	7.13	7.46	4.88	-	12.36	19.47
Amount						77.07
Effect of other factors/residual factors						22.93

Based on the table above, the effect of competence on nurse performance is 36.28%. This shows that competence affects the performance of nurses in RSUD Dr. Soekardjo Tasikmalaya. The influence of the work environment on the performance of nurses is 21.32%. This shows that the work environment influences the performance of nurses at Dr. Soekardjo Tasikmalaya Hospital. The effect of organizational culture on nurse performance is 19.47%. This indicates that corporate culture affects the performance of nurses at Dr. Soekardjo Tasikmalaya Hospital.

The influence of competence, work environment and organizational culture on the performance of nurses in RSUD dr Soekardjo Tasikmalaya that is equal to 77.07 % while the remaining 22.93 % is a factor not examined in this study by the authors such as work motivation. Meanwhile, when viewed partially, the competence variable with a value of 32.80% is more dominant in influencing the performance of nurses than the work environment with a value of 22.37% and organizational culture with a value of 21.53% . The competence of nurses at RSUD dr Soekardjo Tasikmalaya through the dimensions of knowledge, skills, and attitudes of nurses is quite good. Seeing the description above, the role of competence in building nurse performance is vital, where the knowledge, skills, and attitudes nurses possess are a concern. The work environment at Dr. Soekardjo Tasikmalaya Asteur Hospital, as measured by the dimensions of the physical work environment and non-physical work environment, can be interpreted as having a relatively good or high average, so it can be interpreted that the work environment at Dr. Soekardjo Hospital Tasikmalaya Hospital as measured by the dimensions of the work environment In general, the physical and non-physical work environment is relatively good, so that you can see from the description above, the work environment has a vital role in creating nurse performance at Dr. Soekardjo Tasikmalaya Hospital.

Organizational culture in RSUD dr Soekardjo Tasikmalaya, as measured by the dimensions of openness (open), fair (fair), reporting (reporting), learning (learning), and information (informed), can be interpreted as having a relatively good average, so looking at the picture above, Organizational culture has a vital role in creating the performance of nurses at RSUD dr Soekardjo Tasikmalaya. As measured by the assessment dimensions, nursing diagnosis, planning, implementation, and evaluation, nurse performance can be interpreted as having a pretty good average. So the performance of nurses in Dr. Soekardjo Tasikmalaya General Hospital, as measured from the dimensions of assessment, nursing diagnosis, planning, implementation, and evaluation, is generally relatively good.

So it can be concluded that competence affects the performance of nurses in RSUD Dr. Soekardjo Tasikmalaya. So this research is in line with a study conducted by (Irianto & Prijati, 2020), which states that competence has a positive and significant effect on employee performance, the work environment has a positive and significant impact on employee performance, and organizational culture has a positive and significant effect on employee performance at PT. Mitra Saruta Indonesia Nganjuk. Furthermore, the work environment influences the performance of nurses in RSUD Dr. Soekardjo Tasikmalaya. This research is in line with a study conducted by (Isnain, 2013), which states that the influence of the work environment on employee performance is employees at the PT Department of Education, Youth, and Sports, Tojo Unauna Regency. Finally, organizational culture influences the performance of nurses at Dr. Soekardjo Tasikmalaya Hospital. The Influence of Competence, Work Environment, and Organizational Culture on Nurse Performance at RSUD Dr. Soekardjo Tasikmalaya of 77.07%, while the remaining 22.93% is influenced by other factors not examined by the author, such as work motivation. Partially, competency variables are more dominant in affecting nurse performance than work environment and organizational culture variables.

The results of this study are in line with previous studies conducted by (Baba, 2014), (Baiquni & Prihatini, 2016), and (Sugiono & Rachmawati, 2019), which stated that organizational culture has a significant effect on employee performance. This shows that the competence of nurses in RSUD Dr. Soekardjo Tasikmalaya is a motivating factor for nurses to produce a good performance, together with the variables of the work environment and the simultaneous application of organizational culture in achieving good performance at RSUD dr Soekardjo Tasikmalaya. Based on the research results obtained, several suggestions can be submitted, namely, for the management of RSUD, Dr. Soekardjo Tasikmalaya should be able to improve the existing competencies of their employees by providing training so that employees can improve their skills. For Dr. Soekardjo Tasikmalaya Hospital, please pay attention to the working environment in the factory so that it can provide comfort to employees and increase employee performance. For Dr. Soekardjo Tasikmalaya Hospital, you should be able to maintain an organizational culture with individuals so that they are easier to interact with each other and integrate with the company so that employee performance and company goals will be achieved.

Conclusions

Based on the results and discussion above, it can be concluded that competence's influence on nurses' performance at Dr. Soekardjo Hospital is 36.28%. This shows that competence affects the performance of nurses in RSUD Dr. Soekardjo Tasikmalaya. The work environment's effect on nurses' performance at Dr. Soekardjo Hospital is 21.32%. This shows that the work environment influences the performance of nurses in RSUD Dr. Soekardjo Tasikmalaya. Organizational culture's influence on nurses' performance at RSUD Dr. Soekardjo Tasikmalaya is 19.47%. This shows that corporate culture influences the performance of nurses at Dr. Soekardjo Tasikmalaya Hospital. The Influence of Competence, Work Environment, and Organizational Culture on Nurse Performance at RSUD Dr. Soekardjo Tasikmalaya of 77.07%, while the remaining 22.93% is influenced by other factors not examined by the author, such as work motivation. Partially, competency variables are more dominant in influencing nurse performance than work environment and organizational culture variables. This shows that the competence of nurses in RSUD Dr. Soekardjo Tasikmalaya is a motivating factor for nurses to produce a good performance, together with the variables of the work environment and the application of organizational culture simultaneously in achieving good performance at Dr. Soekardjo Tasikmalaya Hospital.

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