

Path Analysis of Factor Affecting Performance on Nurse in Hospital Hasanuddin University

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Abstract

This study aims to determine the effect of workload and tenure on the performance nurses with work stress and work fatigue as intervening variables in nurses at Hospital Hasanuddin University. This type of study is analytic observational with cross sectional design. The sample in this study were 56 nurses the sample was taken using simple random sampling method. Data were taken from respondents using a pulse oximeter on workload and questionnaires, years of service, work stress, work fatigue and performance. The data analysis technique in this study used SPSS and SmartPLS. The results of this research indicate that there is an influence between the effect of workload on performance with a value of $p = 0.049$, workload on work stress with a value of $p = 0.000$, workload on work fatigue with a value of $p = 0.039$, work stress on performance with a value of $p = 0.001$, tenure of work fatigue with a value of $p = 0.041$, while the effect that was not found was work stress with a value of $p = 0.462$, tenure on performance with a value of $p = 0.625$ and work fatigue on performance with a value of $p = 0.132$. There is a direct and indirect effect of workload on nurses' performance through job stress as an intervening variable for nurses at Hasanuddin University Hospital. There is no direct and indirect effect of workload on nurses' performance through work fatigue as an intervening variable for nurses at Hasanuddin University Hospital. There is no direct and indirect effect of tenure on nurse performance through job stress as an intervening variable for nurses at Hasanuddin University Hospital. There is no direct and indirect effect of tenure on nurses' performance through job stress as an intervening variable for nurses at Hasanuddin University Hospital.

Keywords: workload, tenure, work stress, work fatigue, performance

1. Introduction

The performance of nurses in Indonesia is still low. Research Mainmun and Yelina (2016) at Bhayangkara Hospital Pekanbaru reported that the performance of nurses was still low at 53.4% (Maimun & Yelina, 2016). Likewise, Indrati (2004) who conducted research on the performance of public health

nurses, found that 50% performed poorly. Setiawan (2016) in his research shows that employee performance has decreased and is less than optimal due to 2 factors, namely the workload factor of 34% and the work environment of 26% of respondents who have these factors. Nurhaeni (2001) had done the performance of nurses in Makassar mental hospital in 2001 with the result that 57.8% had poor performance and 42.2% had good performance. When viewed from the research above, the performance of nurses is still low, almost close to 50%, meaning that most nurses are still not optimal in providing nursing services to patients. Research by Ali et al (2013) which found that workload has a negative effect on employee performance, this is because the more workload is borne by an employee, the lower the employee's performance.

Tenure is one of the factors that cause stress, this is in accordance with research conducted by Febriandini et al (2016) which states that the most respondents who experience work stress are those with a work period of > 3 years. Another study conducted by Pratama (2014) states that there is a relationship between tenure and the level of work stress on nurses at the GBPT ICU RSUD Dr. Soetomo. In Canada one in every 10 nurses shows symptoms of depression. High incidence of depression and depressive symptoms were also reported in Chinese nurses (38%) and Taiwanese nurses (27.7%). Stress collaborates with depression in nurses. In addition, 80% of nurses who experience work stress are more likely to suffer from depression and as much as 75% are likely to develop chronic disease (Botha et al., 2015).

According to the Indonesian National Nurses Association (2014) that nurses who experience work stress as many as 50.9% of nurses in four provinces in Indonesia experience work stress, often feel dizzy, tired, less friendly, lack of rest due to too high workload and inadequate income. The work stressors of nurses in the order are workload of 82%, unfair wages of 58%, working conditions of 52%, and 45% not being included in decision making (Kasmarani, 2012).

From the results of a survey conducted by Amelia et al (2019) at the Makassar City Regional Special Hospital, which is precisely a mental inpatient room consisting of 10 nurses, it was found that 4 (40%) nurses experienced mild stress, 2 (20%) nurses experienced moderate work stress, 2 (20%) nurses experienced severe stress and 1 (10%) nurses did not experience work stress. In a study conducted in Pennsylvania found that 43% of nurses who reported high levels of fatigue identified that they intended to leave their position. An increase of one patient per nurse assignment increased nurse fatigue by 23% (Botha et al., 2015).

According to Tarwaka (2010), one of the causes of work fatigue is physical workload (12). This is research by Maharja (2015) that most nurses in the Inpatient Installation of RSU Haji Surabaya experience a moderate workload with moderate category work fatigue. The same research conducted by Hesty et al (2012) that fatigue can be caused by several factors, including work shift rotation, individual

factors (health / disease, gender, age, education, workload, years of service and nutritional status) and factors. physical environment (noise, lighting, heat temperature and pressure, vibration and ventilation).

2. Methods

The research used in this study was an observational analytic with cross sectional design with the aim of seeing the effect of workload and tenure on the performance of nurses with work stress and work fatigue as intervening variables in nurses at the Hospital Hasanuddin University.

The population in this study was 56 nurses with high performance in Hasanuddin University Hospital. The data collection techniques used in this study was through observation, questionnaire, and documentation. The data analysis design carried out in this study was data analysis performed using univariate, bivariate and multivariate tests using the chi square test and path analysis using the SmartPLS application presented in tabulated and narrative form.

3. Results and Discussion

The results of this study provide information about the effect of workload and tenure on the performance of nurses with work stress and work fatigue as an intervening variable for nurses at Hasanuddin University Hospital with a total sample of 56 nurses who are in the inpatient room. The following table shows the results of the analysis through the Univariate test based on the variables studied as follows:

Table 1. Results of Univariate Test Analysis Based on the Variables Researched on Nurses at Hasanuddin University Hospital, Makassar2020 year

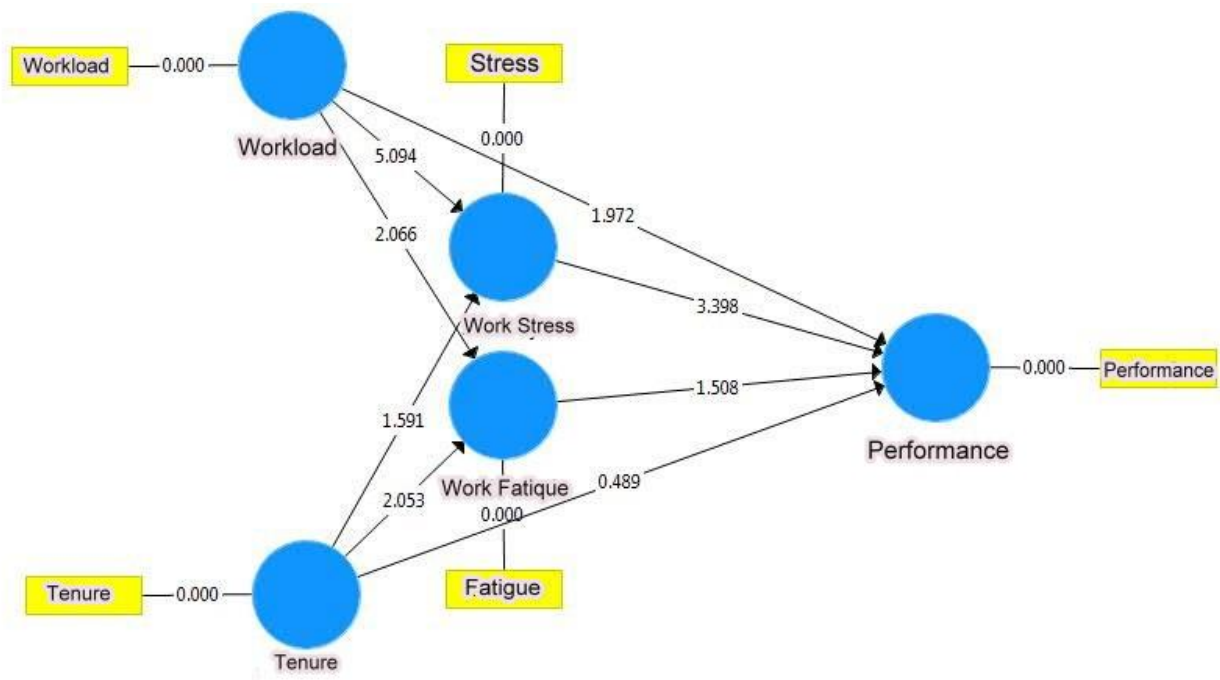
Workload	Frequency (n)	Percent (%)
Light	33	58,9
Weight	23	41,1
Tenure		
Long	35	62,5
New	21	37,5
Work Stress		
High	30	53,6
Low	25	46,6
Work Fatigue		
Tired	32	57,1
Not Tired	24	42,9
Performance		
Bad	29	51,8
Well	27	48,2

Source:Primary Data, 2020

Based on the table above, the results show that of the 56 nurses at Hasanuddin University Hospital who have a heavy workload as many as 33 respondents (58.9%), nurses with the old category or who work ≥ 3 years are 35 respondents (62.5%), nurses with high job stress categories were 30 (53.6%), nurses with tired categories were 32 respondents (57.1%) and for nurses with bad performance categories were 29 respondents (51.8%).

In the multivariate test results using SmartPLS, it was found that there was an effect of workload on performance with a value of $p = 0.049$ with an estimate 1,972, workload on work stress with a value of $p = 0.000$ with an estimate 5,094, workload on work fatigue with a value of $p = 0.039$ with an estimate 2,066, work stress on performance with a value of $p = 0.001$ with an estimate 3,398, tenure on work fatigue with a value of $p = 0.041$ with an estimate 2,053, while the effect that was not found was tenure on work stress with a value of $p = 0.4620$ with an estimate 1,951, tenure on performance with a value of $p = 0.625$ with an estimate 0,489 and work fatigue on performance with a value of $p = 0.132$ with an estimate 1,508.

The results of the path analysis test can be seen in the following figure:



According to Shah, et al in Artadi (2015), pressure or workload can be positive, this leads to increased performance. The existence of the application of workloads requires employees to release all their potential. This study it was found that there was a significant influence between workload and nurse

performance. This is in line with research conducted by Kusumaningrum et al (2016) with the results of workload affecting performance, this proves that high workloads can also improve nurse performance.

Workload is part of the capacity of a given worker ability to do his job using the available reserve energy. The workload that may be faced by workers can be in the form of physical, mental and social burdens, each of which has different impacts(Ashar, 2001). Based on the results, it is found that there is a significant influence between workload and work stress of nurses. This is research conducted by Sudarta (2015) that workload affects work stress. The higher the workload will have an effect on the occurrence of high work stress. The workload that does not match both the quantity and quality of nurses can cause stress. Excessive physical workload on workers can cause fatigue which can lead to work stress.

Job stress is a condition that arises from the interaction between humans and work and is characterized by human changes that force them to deviate from their normal function(Robbins, 2006). The result shows that there is a significant influence between job stress and nurse performance. This research is supported by Riandy (2016) that there is an effect of job stress on performance. The same research was also conducted by Elizar et al(2020) that the decreased performance can be caused by stress, burden and satisfaction experienced by the nurse.

Workload is a burden borne by workers in accordance with the type of work both physically, mentally and socially(Suma'mur, 2009). In the research, it was found that there was a significant influence between workload and work fatigue. Research conducted by Malawat et al (2019) states that there is a significant influence between workload and work fatigue, which if the workload is high, the work fatigue of nurses will also increase. A low workload results in a lower work fatigue, on the other hand a high workload will trigger a high incidence of work fatigue.

Fatigue at work is a condition accompanied by a decrease in efficiency and a need for work (24). In the study, the results showed that there was no significant effect between workload and work fatigue. Research conducted by Arianto&Puspita (2019) states that there is no effect of work fatigue on performance.

According to Gibson et al(1982), a person's tenure will determine individual achievement which is the basis of achievement and performance. The longer a person works in an organization, the level of individual achievement will increase. In the research, it was found that there was no significant influence between tenure and performance. This research is supported by Masni et al (2010) showing that there is no relationship between tenure and the performance of nurses in the inpatient unit of Rsu Haji Makassar.

In the research, the results show that there is no effect of tenure on work stress. This research is supported by Fernalia (2020) that there is no relationship between tenure and work stress. The same research was conducted by Fuada et al (2017) in terms of tenure variables with the result that there is no significant relationship between tenure and work stress. According to Robbins (1990) tenure is the length of time an employee contributes his energy to a particular company. The extent to which the workforce can achieve satisfactory results in work depends on certain abilities, skills or skills in order to do the job well. A long working period will tend to make someone feel more at home in the workplace, this is because they have adapted to their environment for a long time so that the nurses feel comfortable with their work.

According to Robbins (2006) that a person's tenure at a certain job has a positive relationship. A person who works for longer, the more skilled and experienced in carrying out his job. The same job that is done repeatedly for a long time makes a person more fluent and faster in doing his job (Guillén, 1994; Kim, 2002). In the research, the results show that there is a significant influence between tenure and work fatigue. This is, research conducted by Astuti et al (2017) which states that nurses who carry out their duties repeatedly every day cause a feeling of boredom and boredom for nurses with long working tenure categories compared to new category nurses. This can affect the stamina of the nurse's body and then reduce the body's endurance, causing fatigue.

4. Conclusion

The conclusion of this research is that there is a direct and indirect effect of workload on nurses' performance through work stress as an intervening variable for nurses at Hasanuddin University Hospital. There is no direct and indirect effect of workload on nurses' performance through work fatigue as an intervening variable for nurses in Hasanuddin University Hospital. There is no direct and indirect effect of tenure on nurse performance through job stress as an intervening variable for nurses at Hasanuddin University Hospital. There is no direct and indirect effect of tenure on nurse performance through job stress as an intervening variable for nurses at Hasanuddin University Hospital.

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