



Factors that influence the performance of nurses at the Pidie Community Health Center, Pidie Regency

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Article Info

Article history:

Received Oct 22, 2023

Revised Oct 27, 2023

Accepted November 11, 2023

Keywords:

Award;

Job satisfaction;

Social interaction.

ABSTRACT

Factors that influence the performance of nurses in community health centers (work performance) are the quality and quantity of work results achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. The aim of the research is to determine the description of the factors that influence the performance of nurses at the Pidie Community Health Center, Pidie Regency. This research is descriptive in nature using a cross sectional method. The population in this study was 61 people using cluster sampling techniques. Based on the results of research conducted on September 2023, the majority of nurses performed well, namely 32 respondents (52.5%). The majority of awards were unsatisfactory, namely 33 respondents (54.0%). The majority of social interactions were good, namely 55 respondents (90.2%). The majority of job satisfaction was less than satisfied, namely 36 respondents (59.0%). The employment status of the majority was NON PNS, namely 39 respondents (64.0%). It is hoped that health workers, especially nurses, can improve their performance so that excellent nursing services can be achieved and can improve health status.

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1. INTRODUCTION

The performance of nurses as the spearhead of health services is a very important issue to study in order to maintain and improve the quality of health services. Good nursing performance is a bridge in ensuring the quality of health services provided to patients, both sick and healthy (Ismuntania, 2020a). The main key in improving the quality of health services is nurses who have high performance. However, it is not uncommon to find complaints related to the quality of health services which originate from the performance of health workers, including nurses. For this reason, it is necessary for hospitals to focus on service quality issues on nurse performance (Mulyono, 2013).

Quality nursing services are greatly influenced by nurses' performance at work. Nurse professional performance is the work performance of nurses based on professional performance standards compiled by PPNI (2004). Currently, several studies related to nurse performance have been carried out. The existing phenomenon shows that there are still many client complaints regarding unsatisfactory service quality (Zahara, 2011).

In the health organization systems in various countries, community health centers are local health units whose role is to implement health services directly to the community. As the leading

implementing unit of a health institution in a country, its presence in the community not only acts as a service center for public health, but more than that, it can also act as a community communication center or community center (Winardi, 2002).

Puskesmas nurses as the spearhead of public health services have a strategic role in improving the level of public health because their numbers are quite large compared to other health workers. Puskesmas nurses have the main task of providing nursing services in the form of individual, family, group and community nursing care both inside and outside the puskesmas building (Harmiyati, 2016).

Recently, there has been attention regarding job dissatisfaction and the decline in work quality. As a response to this, applied psychologists searched for the causes of this and carried out job redesign and job enrichment so as to provide more meaning for individuals and better job satisfaction for employees. This will produce a positive impact on the organization and reduce absenteeism, as well as increase work motivation which will have an impact on productivity and work quality (Sedarmayanti, 2012).

Based on the results of an initial survey conducted on nurses at the Pidie Community Health Center, totaling 4 nurses, 2 of them said they worked because of reward or reward and 3 of them worked without expecting compensation so that the quality of service performance was still below standard, indicated by the presence of nurses who sitting around and lazing around and there are also those who sit outside while promoting online businesses.

2. RESEARCH METHOD

This research is descriptive, using a cross sectional method. This research was carried out at the Pidie Community Health Center, Pidie Regency. The research sample was 61 nurses who worked at the Pidie Community Health Center. The instruments used were reward, social interaction and job satisfaction questionnaires. Data collection was carried out by circulating research variable questionnaires and then giving them to respondents. The questionnaire given to the respondent will then be taken back by the researcher and then carry out data processing. Data analysis using Chi Square.

3. RESULTS AND DISCUSSIONS

Results

Table 1
Frequency Distribution of Nurse Performance at the Pidie Community Health Center, Pidie Regency

No	Nurse performance	Frequency	Percentage (%)
1	Good	32	52.5
2	Not good	29	47.5
	Amount	61	100%

Based on Table 1, it shows that of the 61 respondents, 32 respondents (52.5%) had good nursing performance.

Table 2
Frequency Distribution of Awards at Pidie Community Health Center, Pidie Regency

No	award	Frequency	Percentage
1	Satisfying	28	48.0%
2	Less satisfactory	33	54.0%
	Amount	61	100

Based on Table 2, it shows that out of 61 respondents, 33 respondents (54.0%) received unsatisfactory awards.

Table 3
Frequency Distribution of Social Interactions at the Pidie Community Health Center, Pidie Regency

No	Social interaction	Frequency	Percentage
1	Good	55	90.2%
2	Not good	6	9.8%
	Amount	61	100

Based on Table 3, it shows that of the 61 respondents, 55 respondents (90.2%) had good social interactions.

Table 4
Frequency Distribution of Job Satisfaction at the Pidie Community Health Center, Pidie Regency

Supervisors	n	%
Active	25	43
Not active	40	57
Total	65	100

Based on Table 4, it shows that out of 61 respondents, 36 respondents (59.0%) had less than satisfactory levels of job satisfaction.

Table 5.
Frequency Distribution of Employment Status at Pidie Community Health Center, Pidie Regency

No	Employment status	Frequency	Percentage
1	Civil servants	22	36.0%
2	NON PNS	39	64.0%
	Amount	61	100

Based on Table 5, it shows that of the 61 respondents who were studied, there were 39 respondents who had NON PNS status (64.0%).

Discussion

Nurse Performance

Nurse performance is not only seen from skill factors, there are many other factors that can influence it, such as the workload which continues to increase and age which is less supportive. To work optimally the workload which continues to increase must be supported by the physical condition of a worker, of which age is one factors that determine the physical condition of the worker are supportive. Age must receive attention because it can influence a person's physical, mental condition, work ability and responsibility (Hasibuan, 2010).

Based on researchers, at the Pidie Community Health Center, Pidie Regency, the level of nurse performance is good, this is because nurses already understand their role as nurses and their responsibilities in providing nursing care to other people.

Award

Based on the research results, it can be seen that appreciation for employees in both government and private agencies is very much needed, because the appreciation received by someone from the results of their work will have a satisfying effect on that person. So the more awards someone receives will result in better performance compared to those who work but are not given awards or rewards. This is

because the appreciation received by nurses for their work results in a satisfied effect on the person. So that the awards received lead to good and improved performance.

Social interaction

According to researchers, social interaction greatly influences the performance of nurses, if nurses have high close relationships it tends to cause the nurse to be more satisfied with their work, because this makes the nurse more able to adapt in carrying out their duties.

Job satisfaction

Everyone who works hopes to get satisfaction from their place of work. Basically, job satisfaction is an individual thing because each individual will have a different level of satisfaction according to the values that apply within each individual. The more aspects of the job that suit the individual's desires, the higher the level of satisfaction felt (Ismuntania, 2020b)

Employment status

According to researchers, employment status influences the performance produced by a nurse, the difference in status between civil servants, contract employees and community service employees automatically means differences in the income earned by the nurse. This difference often triggers ineffective services in various health agencies, both government and private. Effective health services are demonstrated by nurses who have high integrity and meet nursing standards in their work.

4. CONCLUSION

Based on the results of the researchers, 61 respondents showed that the performance of nurses was good, namely 32 respondents (52.5%), Based on the results of the researchers, 61 respondents showed that the awards were less than satisfactory, namely 33 respondents (54.0%), Based on the results of the researchers, 61 respondents showed As a result, good social interaction was 55 respondents (90.2%), Based on the results of the researchers, 61 respondents showed results, job satisfaction was less than 36 respondents (59.0%), Based on the results of the researchers, 61 respondents showed results, employment status was good. NON PNS were 39 respondents (64.0%).

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