Nurse Performance Analysis Based on Gibson Performance Theory on Voluntary Nurse in Sampang Regency Community Health Center

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Keywords: Gibson, organization

Abstract: I: The comparison of human resources between health workers with civil servant status, temporary status, and voluntary is imbalance. The amount of voluntary workers in all community health center of Sampang Regency is bigger than civil servant and temporary health workers. One of the professions that contribute to the big number of health workers with voluntary status is nurse. M: This research uses survey explorative research design. Determination of the sample size in this research using a priori power analysis with application free family = X² test, statistic test = goodness-of-fit test contingency tables, and type of power analysis using “A priori: compute required sample size given a, power and effect size” so, the sample size is 158 voluntary nurses in Sampang Regency community health center. The analysis that is used in this research is SEM PLS. R: the most effected variable on performance variable, from table above, the biggest number lies on organizational variable. (Individual = 0.735, organization = 6.257, physiology = 0.739). D: The factors based on Gibson Performance which takes effect on Voluntary Nurses Performance in Sampang Regency community health center are 3 things of organization factor, namely workload, salary and services.

1 INTRODUCTION

Public service is an activity or series of activities in order to fulfill the need of services in accordance with the laws and regulations for every citizen and resident to the goods, services and or administrative services provided by public service providers (Budianto, 2015). Community Health Center is one of the first levels of health service in one sub-district or a part of it which functioned as Gate Keeper in health service.

Sampang Regency is one of the regency that lies in Madura Island, has 21 community health centers spread in all regency, with ratio one sub-district, one community health center. But the performance assessment which has done by official public health of Sampang Regency in 2016 that shows lack of performance in many community health center.

One of the problems is human resources. The comparison of human resources between health workers with civil servant status, temporary status, and voluntary is imbalance. The amount of voluntary workers in all community health center of Sampang Regency is bigger than civil servant and temporary health workers. One of the professions that contribute to the big number of health workers with voluntary status is nurse.

Based on previous study in October 2017 indicate that public health office through community health center’s technical implementers do not have the budget to hire voluntary nurse. The voluntary nurses do not have fixed salary every month; they only receive services ± Rp 500,000 per month for community health center with in-patient care (depend on the patient), ± Rp 100.00 – Rp 200.000 per month for the community health center that non-in-patient care. Some of the community health service gives bigger responsibility to voluntary nurse than to civil servant nurse and temporary nurse, for example being responsible for the community health care program (P2M, Diarrhea, DBD, HIV, etc). Volunteer nurses are burdened with recording, reporting and also involving in community health center management activities. Furthermore, community health center impose same rules and sanctions to all staff regardless of their employment status (Primary Data, 2017).

The treatments of the organization (community health center) from one to another are different toward their voluntary nurses. These actions depend on their administration and management level of...
community health center to manage their voluntary nurses. These are caused by the absence of standard system that manages and organizing their volunteers, especially for nurses at either community health center or public health office levels. From the salary system, compensation, performance appraisal, reward for an outstanding volunteer workers, etc. these problem will have an impact on the performance showed by voluntary nurses, moreover will impact on the quality of health services provided to the community, so it is reasonable that community looks and assumes that health service in community health service are what they are.

Performance is an affective or emotional response to various aspects or aspects of a person’s work so performance is not a single concept. According to Gibson, performance is effected by 3 variables i.e. individual variables which grouped into ability and skill sub-variable, background and demographic. Sub-variable of ability and skill are the main factors that affect to individual behavior and performance. Demographic variables have an indirect effect on individual and performance.

Psychological variables consist of sub-variable of perceptions, attitudes, personalities, learning and motivation. According to Gibson (1987), these variables are much influenced by family, social level, previous work experience and demographic variables. Psychological variables such as perceptions, attitudes, personalities and learning are complex and difficult to quantify, also states that is difficult to reach agreement on the notion of this variable, because an individual might enters and join in the work organization at an age, ethnicity, cultural background and skills which different from one to another.

Organizational variables, according to Gibson (1987) have an indirect effect on individual behavior and performance. Organizational variables are grouped into sub-variables of resources, leadership, rewards, structure and job design.

2 METHOD

This research uses survey explorative research design which is used to find an event or symptoms that occurred. The final result of this study is to describe the causal relation of independent and dependent variables (Sugiono, 2013).

Determination of the sample size in this research using a priori power analysis with application free family = $X^2$ test, statistic test = goodness-of-fit test contingency tables, and type of power analysis using “A priori: compute required sample size given a, power and effect size” so, the sample size is 158 voluntary nurses in Sampang Regency community health center with cluster sampling technique and stratified random sampling. As the independent variables include individual factors, psychological factors and organizational factors, whereas the dependent variable is nurse’s performance. Analysis that is used in this research is SEM PLS.

The variables used in this research are divided into latent variables and manifest/indicator variables, which could be seen in Table 1.1

<table>
<thead>
<tr>
<th>Independent Variable (X1)</th>
<th>Individual (X2)</th>
<th>Organizational (X3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychological (X1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Progress</td>
<td>1. Skill</td>
<td></td>
</tr>
<tr>
<td>2. The work itself</td>
<td>2. Age</td>
<td></td>
</tr>
<tr>
<td>3. Recognition</td>
<td>3. Education</td>
<td></td>
</tr>
<tr>
<td>4. The relations with supervisors</td>
<td>4. Length of Working</td>
<td></td>
</tr>
<tr>
<td>(X3)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Workload</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Salary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Independent Variables (Y)</td>
<td>Performance Nurse</td>
<td></td>
</tr>
</tbody>
</table>

3 RESULT

The results of this research are divided into 2 models, inner model and outer model. Inner model is an evaluation on the measurement model while the outer model is an evaluation of the structural model.

A. Outer Model

1) Discriminant Validity

This value is crossing loading factor value that is beneficial to determine whether the construct has an adequate discriminant by comparing the loading value on the intended construct that has to be greater than another construct loading value.

Discriminant value of validity compares the value of the surrounding construct, then the invalid data obtained some item questions i1, i3, i5, o7, o8, p10, p11, p12, p14, p15, p5, p6, p8, p9 (read: I=Individual, O=Organizational, and P=Psychological).
2) Composite Reliability, Average Variance Extracted (AVE) and Cronbach Alpha

Table 1.2 Reliability, Average Variance Extracted (AVE) and Cronbach Alpha

<table>
<thead>
<tr>
<th></th>
<th>Cronbach's Alpha</th>
<th>rho_A</th>
<th>Composite Reliability</th>
<th>Average Variance Extracted (AVE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td>0.405</td>
<td>0.308</td>
<td>0.075</td>
<td>0.233</td>
</tr>
<tr>
<td>Performance</td>
<td>0.930</td>
<td>0.935</td>
<td>0.939</td>
<td>0.511</td>
</tr>
<tr>
<td>Organizational</td>
<td>0.516</td>
<td>0.718</td>
<td>0.639</td>
<td>0.275</td>
</tr>
<tr>
<td>Psychological</td>
<td>0.849</td>
<td>0.585</td>
<td>0.019</td>
<td>0.147</td>
</tr>
</tbody>
</table>

Table 1.2 shows that the value of the Composite Reliability Performance variable is 0.939 (0.6), the value of AVE is 0.511 (>0.5), Cronbach’s Alpha Value is 0.930 (>0.7), which means that the reliability of organization variable is high. As for the individual, organizational and psychological variables have not reliability. But on the psychological factors, the value of Cronbach’s Alpha is 0.849 (>0.06) which means that psychological variables have high reliability.

B. Inner Model

1) R Square

Table 1.4 Path Coefficients

<table>
<thead>
<tr>
<th></th>
<th>Sample Origin(O)</th>
<th>Sample Mean (M)</th>
<th>T Statistic (10/STDEV)</th>
<th>P Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual → Performance</td>
<td>-0,128</td>
<td>-0,017</td>
<td>0,735</td>
<td>0,465</td>
</tr>
<tr>
<td>Organization → Performance</td>
<td>0,406</td>
<td>0,422</td>
<td>6,257</td>
<td>0,000</td>
</tr>
<tr>
<td>Psychological → Performance</td>
<td>0,145</td>
<td>0,004</td>
<td>0,739</td>
<td>0,460</td>
</tr>
</tbody>
</table>

The value or R Square is the coefficient of determination in endogenous constructs.

Tabel 1.3 R Square

<table>
<thead>
<tr>
<th></th>
<th>R Square</th>
<th>R Square Adjusted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td>0.072</td>
<td>0.006</td>
</tr>
<tr>
<td>Organizational</td>
<td>0.215</td>
<td>0.210</td>
</tr>
<tr>
<td>Psychological</td>
<td>0.066</td>
<td>0.060</td>
</tr>
</tbody>
</table>

Table 1.3 indicates that organizational variables contribute higher value than the variable of individual and psychological as high as 0.215 which means only contribute 21.5% to nurse’s performance variable.

2) Estimate for Path Coefficients

It is the value of path coefficients or the amount of relations/influence of latent construct. It is performed by bootrapping procedure.

Table 1.4 shows that T Statistics Test is performed to see the value of the most influential variable on the performance variable. From the table above, the greates value is in the organizational variables. (Individual = 0.735, organizational = 6.257, psychological = 0.739).

3) Effect Size (F Square)

F test is used to determine whether the independent variables simultaneously have significant effect on dependent variable.

Table 1.5 Effect Size

<table>
<thead>
<tr>
<th></th>
<th>Individual</th>
<th>Performance</th>
<th>Organizational</th>
<th>Psychological</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td>0.078</td>
<td>0.274</td>
<td>0.071</td>
<td></td>
</tr>
<tr>
<td>Performance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Organizational</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Psychological</td>
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<td></td>
</tr>
</tbody>
</table>

Table 1.5 shows that organizational variables simultaneously have the most effect on nurse performance, 0.274.
4 DISCUSSION

This research shows that organizational factors are very influential factor on the performance of voluntary nurses in Sampang Regency.

At this point of discussion, this research is in line with the research of Njie, Fon and Awomodu (2008: 24) and Gholambreza, Borghei, Matin and Dastani(2010) that there is a strong and robust connection between organizational commitment and satisfaction, as increased performance will lead to higher level of commitment. Furthermore, higher level of commitment could increase work productivity. In recent years, the long-term survival of many organizations is considered to be closely related to the organization’s ability to produce services that meet with customer’s quality expectations. The organizational factors in this research consist of workload, salary and services.

Organizational factors in this research consist of 3 things, workload, salary and services. Workload is an activity undertaken by voluntary nurses in providing nursing care and fulfillment the Basic Human Needs (KDM) of patient. Salary is money received by voluntary nurses every month with a fixed amount of money, while the services are money that is received by voluntary nurses every month and the amount could be varied depend on the number of patients.

Managers need to eliminate the dissatisfaction that is determined by the co-worker’s hygiene factors’ relationship, salary and job security. Increases the effect of satisfactions which relate to motivational factor of promotion, knowledge and work itself. It also confirms previous findings about performance as a dynamic multi-dimensional phenomenon (Nabila S. Ben Slimane, 2017).

Factors such as employee empowerment, ethical climate, organizational support, and top management and performance commitments play an important role in stimulating. Moreover, top management commitment has a strong impact on performance compared to employee empowerment, ethical climate, organizational support (Elizabeth Chinomona, Babatunde A Popoola, Vaal University of Technology, South Africa Emmanuel Imuezerua, 2017).

Voluntary nurses throughout Sampang Regency are not receiving salary because there is no budget either in District Government, Health Office and Community Health Center does not have budget allocation to hire voluntary nurse. They only receive services from the number of general patients who later become the money (services) received by the voluntary nurses every month. But workload of voluntary nurses is also not different with civil servants and temporary nurses.

In accordance with the results of this research shows that the organizational factors, especially those 3 items were really influential factors to the performance of nurses in providing health services to the community at Sampang Regency Community Health Center. It is necessary to be considered by the stakeholder of the regency, provincial and central government to appreciate the nurses better in providing health services to the community, so that the voluntary nurses are no longer considered trouble maker in their work institutions and the national health status could be achieved.

5 CONCLUSION

This research revealed that among the factors in Gibson Performance Theory that influence the performance of voluntary nurses in Community Health Center of Sampang Regency was organizational factor which consisted of 3 items, those were workload, salary and service. However, the organizational factors in this research (workload, salary, and service) have not shown significant value yet, so it is necessary to add other items in organizational factors.

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