

Research Article



NURSE PERFORMANCE IN PROVIDING CARE FOR PATIENTS WITH MENTAL DISORDERS AT THE MENTAL HOSPITAL OF SOUTHEAST SULAWESI PROVINCE

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ABSTRACT

Background:

Performance reflects the level of success in carrying out organizational activities. Higher nurse performance facilitates the achievement of organizational goals, while poor performance hinders progress and disrupts planned activities. This study aims to identify factors influencing nurse performance in caring for patients with mental disorders at the Southeast Sulawesi Provincial Mental Hospital.

Methods: This study used a quantitative, correlational analytic design with a cross-sectional approach. The population consisted of 56 nurses, with a sample of 36 respondents selected using total sampling based on the Slovin formula. Data were analyzed using the Chi-Square test.

Results: The study found significant relationships between several factors and nurse performance in caring for patients with mental disorders. Work attitude ($\rho = 0.001 < \alpha = 0.05$), workload ($\chi^2 = 13.107 \geq \chi^2_{\text{table}} = 5.591$; $\rho = 0.001 < \alpha = 0.05$), compensation ($\rho = 0.000 < \alpha = 0.05$), and skills ($\rho = 0.000 < \alpha = 0.05$) were all significantly associated with nurse performance.

Conclusion: Work attitude, workload, compensation, and skills are significantly related to nurse performance in caring for patients with mental disorders at the Southeast Sulawesi Provincial Mental Hospital. Future research is recommended to explore additional factors, such as work motivation and work environment, that may influence nurse performance.

Keywords: Nurse, Performance, Work, Attitude, Workload, Compensation, Skills

INTRODUCTION

Nursing as a profession and nurses as professionals who have the responsibility to provide nursing services in accordance with the competence and authority they have independently or in collaboration with other health sector members. The performance of nurses in providing nursing services must be based on high abilities so that they can support the implementation of nurses' duties in providing quality nursing care (Yani et al., 2019).

As we know, the Mental Hospital is different from other hospitals where patients with mental disorders are different from patients in regular hospitals that we visit. The Mental Hospital handles patients with mental disorders, where each patient has their own characteristics or criteria because the thoughts of patients with mental disorders are different from the thoughts of patients in other hospitals. Therefore, the difference in nurse performance in handling patients with mental disorders and how to provide nursing care according to the procedures that have been determined at the Mental Hospital.

Mental hospital nurses as health workers have high work demands. The pressures of caring for others, witnessing painful situations, and the high intensity of interaction with patients and other health staff require nurses to be good at managing themselves, both in terms of attitude and emotion. Nurses often face unpleasant situations in their workplace due to patient behavior that can make nurses lose concentration. In addition, nurses also have to deal with complaints from patients' families who are dissatisfied with the services provided. Nurses are required to work professionally and be able to communicate well (Anoraga, 2018).

Data from the Ministry of Health processed by the Central Bureau of Statistics shows that health workers in Indonesia will reach 1.4 million people in 2022. Of that number, the largest 10 number is nurses with a total of 563 thousand people. This is followed by midwives with a total of 336 thousand people. Medical personnel are in third place with a total of 176 thousand people. The medical personnel in question consist of doctors, dentists, specialist doctors, and specialist dentists 12 both at home and abroad who are recognized by the government in accordance with Law No. 29 of 2004 concerning Medical Practice. Furthermore, there are pharmaceutical personnel or pharmacists with a total of 121 thousand people. Then, followed by biomedical with 75 thousand people. Of the many fields of health workers, the least are clinical psychologists with 1.2 thousand people, and traditional health workers, namely 422 people. Nurses: 563,739 people, Midwives: 336,984 people, Medical personnel/doctors: 176,110 people, Pharmacists: 121,629 people, Biomedics: 75,049 people, Public health workers: 49,804 people, Medical technicians: 44,571 people, Nutritionists: 35,652 people, Environmental health/sanitarian: 24,559 people, Physical therapy: 12,462 people, Clinical psychologists: 1,247 people, Traditional health workers: 422 people.

Based on primary data at the Mental Hospital Kendari, there were types of Schizophrenia in 2022 with a total of 5116 patients, Anxiety Disorder with a total of 3104 patients, Depression with a total of 1289 patients, Non-Organic Psychosis with a total of 309 patients, Acute Psychosis with a total of 263 patients, Bipolar Affective Disorder with a total of 181 patients, Epilepsy with a total of 123 patients, Somatoform Disorder with a total of 88

patients, Non-Organic Insomnia with a total of 71 patients, Stress Disorder with a total of 9 patients.

Workload is a common problem that occurs in human life. This is because workload has become an unavoidable part of life, whether in the work environment, family, or anywhere, the workload can be experienced by someone. In other words, workload must occur to anyone including nurses, and will be a problem if the workload cannot be overcome.

Performance is a description of the level of achievement of the implementation of an activity in an organization. The higher or better the performance of nurses, the easier to achieve organizational goals, and vice versa, if nurse performance is low or not good, the planned activities cannot run well and the organization finds it difficult to achieve the goals set March-May 2020.

As demonstrated by a 2024 cross-sectional study at Aceh Singkil Regional General Hospital, individual characteristics such as age, gender, marital status, education, tenure, leadership style, autonomy, and professional development showed significant associations with nurse performance in inpatient units (Yulastri, Kamil, & Fithria, 2025).

MATERIAL AND METHODS

This research used a quantitative type with an observational research design through a cross-sectional approach, namely conducting a cross tab, which aimed to determine the factors related to the performance of nurses at the Mental Hospital of Southeast Sulawesi Province.

The sample in this study was the data of nurses at the mental hospital, and was determined using the total sampling technique, so the sample needed was 36

nurses who got a relationship with the performance of nurses in the care of mental patients at the Mental Hospital.

RESULTS

Characteristics of Respondents Age

Of the 36 respondents, the largest number is 30-50 years old, namely 23 respondents (64%), while the lowest number is > 50 years old, namely 4 respondents (11%).

Table 1. Distribution Of Age

No.	Age	n	%
1	<30 years old	9	25%
2	30-50 years old	23	64%
3	>50 years old	4	11%
Total		36	100%

Gender

Of the 36 respondents, 12 respondents (33%) are male, while 24 respondents (67%) are female.

Table 2. Distribution Of Gender

No.	Gender	n	%
1	Male	12	33%
2	Female	24	67%
Total		36	100%

Education

Of the 36 respondents, the highest education is those with a Bachelor's degree in Nursing, namely 14 respondents (39%), while the lowest are those with a Diploma's degree in Nursing, amounting to 10 respondents (28%).

Table 3. Distribution of education

No.	Education	n	%
1	D-III Nursing	12	33%
2	S1 Nursing	14	39%
3	Nurse	10	28%
Total		36	100%

Nurse Performance

Of the 36 respondents, 10 respondents (28%) have not good performance, while 26 respondents (72%) have good performance.

Table 4. Nurse performance

No.	Nurse Performance	n	%
1	Not Good	10	28%
2	Good	26	72%
Total		36	100%

Work Attitude

Of the 36 respondents, 25 respondents (69%) nurses have a good attitude, while 11 respondents (31%) nurses have not good attitude.

Table 5. Work Attitude

No.	Work Attitude	n	%
1	Not Good	11	31%
2	Good	25	69%
Total		36	100%

Workload

Of the 36 respondents, 23 respondents (64%) thought the workload is light, 3 respondents

(8%) thought the workload is moderate, and 10 respondents (28%) thought the workload is heavy.

Table 6. Workload

No.	Workload	n	%
1	Light	23	64%
2	Medium	3	8%
3	Heavy	10	28%
Total		36	100%

Compensation Provision

Of the 36 respondents, 22 respondents (61%) receive high compensation, while 14 respondents (39%) receive low compensation.

Table 7. Compensation Provision

No.	Compensation Provision	n	%
1	Low	14	39%
2	High	22	61%
Total		36	100%

Skills

Of the 36 respondents, 21 respondents (58%) have sufficient skills, while 15 respondents (42%) have insufficient skills.

Table 8. Skills

No.	Skills	n	%
1	Insufficient	15	42%
2	Sufficient	21	58%
Total		36	100%

Work attitude and nurse performance in providing care for patients with mental disorders

Table 9. The relationship between work attitude and nurse performance

Work Attitude	Nurse Performance				Total	
	Bad		Good		n	%
	n	%	n	%		
Not Good	7	63,6	4	36,4	11	100
Good	3	12	22	88	25	100
Total	10	27,8	26	72,2	36	100

Of the 36 respondents, 10 respondents have not good performance, 7 respondents (19.4%) have not good work attitudes, and 3 respondents (8.3%) have good work attitudes. Of the 26 respondents who have good performance, 4 respondents (11.1%) have not good work attitudes and 22 respondents (61.1%) have good work attitudes. Based on the results of the analysis, the data does not meet the requirements of the ChiSquare test, so an alternative test is used, namely Fisher's Exact Test. The test results for the relationship between work attitudes and nurse performance in providing care for patients with mental disorders at the Mental Hospital of Southeast Sulawesi Province show that the ρ -value: $0.001 < \alpha = 0.05$.

Table 10. The relationship between workload and nurse performance

Workload	Nurse Performance				Total	
	Not Good		Good		n	%
	n	%	n	%		
Light	2	8,7	21	91,3	23	100
Medium	1	33,3	2	66,7	3	100
Heavy	7	70	3	30	10	100
Total	10	27,8	26	72,2	36	100

Of the 36 respondents, 26 respondents have good performance, including 21 respondents (58.3%) have a light workload, 2 respondents (5.6%) have a moderate workload, and 3 respondents (8.3%) have a heavy workload. Meanwhile, of the 10 respondents who have had nursing performance, 2 respondents (5.6%) have a light workload, 1 respondent (2.8%) have a moderate workload, and 7 respondents (19.4%) have a heavy workload.

Based on the results of the Chi-Square test for the relationship between workload and nurse performance in providing care for patients with mental disorders at the Mental Hospital of Southeast Sulawesi Province, it shows that $X^2_{count} (13,107) \geq X^2_{table} (5,591)$ and the ρ -value: $0.001 < \alpha = 0.05$.

Table 11. The relationship between compensation provision and nurse performance

Compensation Provision	Nurse Performance				Total	
	Not Good		Good		n	%
	n	%	n	%		
Low	9	64,3	5	35,7	14	100
High	1	4,5	21	95,5	22	100
Total	10	27,8	26	72,2	36	100

Of the 36 respondents, 10 respondents have not good performance, 1 respondent (2.8%) receives high compensation, and 9 respondents (25%) receive low compensation. Meanwhile, of the 26 respondents who have good performance, 21 respondents (58.3%) receive high compensation, and 5 respondents (13.9%) receive low compensation. Based on the results of the analysis, the data does not meet the requirements of the ChiSquare test, so an alternative test is used, namely Fisher's Exact Test. The test results for the relationship between compensation provision and nurse performance in providing care for patients with mental disorders at the Mental Hospital

of Southeast Sulawesi Province show that the pvalue: $0.000 < \alpha = 0.05$.

Table 12. The relationship between skills and nurse performance in providing care for patients with mental disorders

Nurse Performance	Skills				Total	
	Insufficient		Sufficient		n	%
	n	%	n	%		
Bad	9	60	6	40	15	100
Good	1	4,8	20	95,2	21	100
Total	10	27,8	26	72,2	36	100

Of the 36 respondents, 10 respondents have insufficient nursing performance, including 1 respondent (2.8%) who has sufficient skills, and 9 respondents (25%) who have insufficient skills. Meanwhile, of the 26 respondents who have good nursing performance, 20 respondents (55.6%) have sufficient skills, and 6 respondents (16.7%) have insufficient skills.

Based on the results of the analysis, the data does not meet the requirements for the ChiSquare test, so an alternative test is used, namely Fisher's Exact Test. The test results for the relationship between skills and nursing performance in providing care for patients with mental disorders at the Mental Hospital of Southeast Sulawesi Province showed that the p-value: $0.000 < \alpha = 0.05$.

DISCUSSION

The results of the study show that respondents with poor performance have poor work attitudes and have poor work attitudes. The researcher argues that this is because the nurses have less work experience and have not mastered all the actions in nursing services. This is usually because the nurses are new nurses who are less experienced or nurses who are still young/fresh graduates so the responsibility

for the services they have is small or not optimal. This is in line with Galleryzki's research (2023), As shown in a 2024 study of nursing staff in Swedish long-term care facilities, increasing age was significantly associated with higher clinical competence, including caring behaviors, with competence increasing approximately 0.04 points per additional year of age

The results of the study also show that respondents have good nursing performance but have poor work attitudes. The researcher argues that this is due to fatigue or burnout. The large number of patients causes many service actions to be carried out on patients, but because the number of patients is not comparable to health workers, it causes fatigue in nurses, resulting in a lack of work attitude. Recent evidence confirms that excessive physical and psychological fatigue, stemming from heavy workloads and high mental demands, significantly increases nurse burnout and the likelihood of errors. A 2024 meta-analysis found that nurse burnout is strongly associated with increased medication errors, patient falls, and other safety incidents across 288,000 nurses worldwide, highlighting the risk posed by fatigue (Lambert Li et al., 2024).

Based on the results of the data analysis obtained, it shows that the group of respondents who consider the workload light is greater than the group who consider the workload moderate and heavy. Based on the results of the study, the researcher argues that the light workload is due to the high motivation of nurses in carrying out their responsibilities, supervision from the head of the room, and demands from the hospital which require nurses/hospital staff to always implement quality nursing care. This is in line with Buanawati's 2024 cross-sectional study at Bahteramas General Hospital in Southeast Sulawesi found a significant

relationship between nurse workload and nurse performance (OR = 2.49, $p = .029$), alongside the influence of supervision and work environment on performance outcomes

The results of the study show that there is a group of respondents who have poor nurse performance in providing care for mental disorder patients with a light nurse workload, this is due to their poor performance, lacking in providing direct services to patients so that they have a light workload that is comparable to their poor performance. From the researcher's perspective, this is experienced by new officers who do not have much work experience so their responsibilities are not many but their performance is poor because they are still learning.

The results of the study show that there is a group of respondents who have good nursing performance with a heavy workload. This is because nurses assume that whatever is their responsibility must be completed. Most of those who consider the workload heavy but have good performance are senior nurses who are used to it so they can complete the work faster. Despite heavy workloads, nurses strive to provide the best possible care because patient trust is crucial in healthcare relationships. Research shows that trust in nurses is strongly linked to perceived quality of care a finding confirmed in a 2024 study of 378 emergency department patients in Iran, which found a significant positive correlation between patient trust and care quality ($r = 0.256$, $p < 0.00$). which states that trust also arises after a good relationship between nurses and patients where nurses are able to show empathy for the patient's suffering so that patients feel they are getting attention. Communication between nurses and patients also determines the growth of patient trust in nurses.

The results of the study also showed that respondents who had poor nursing performance considered the workload to be heavy. This can be caused by the lack of nurses and the high workload. This imbalance causes many nurses to underperform, where nurses can become exhausted due to heavy workloads so that they are less focused and their performance appears to be lacking and slow. This is in line with Buanawati's research (2019) which states that there is a relationship between workload and nurse performance because the lack of nurses causes nurse performance to be lacking.

The results of the study show that there is a relationship between compensation and nurse performance in providing care for patients with mental disorders at the Mental Hospital of Southeast Sulawesi Province where respondents who have good nurse performance, including 5 (13.9%) respondents state that compensation is still low, and 21 (58.3%) respondents state that compensation is high. Of those who have poor nurse performance, 9 (25%) respondents state that compensation is low, and 1 (2.8%) respondents state that compensation is high.

Based on the results of the data analysis obtained, it shows that the group of respondents who state that they are given high compensation are more than those who state that they are given low compensation. Based on the results of the study, the researcher assumes that they are given high compensation because the compensation/salary given is in accordance with the workload and work performance of nurses in the hospital. Therefore, nurses feel that their compensation is sufficient in accordance with their performance and responsibilities.

Based on the results of the data analysis obtained, it shows that there is a group of respondents who have good nursing performance but state that their compensation is low. The researcher assumes that this is due to the incompatibility of work performance with the compensation given and is insufficient for living needs, but remains responsible for the tasks given as a nurse. Based on the results of the data analysis obtained, it shows that there is a group of respondents who have poor nurse performance and state that their compensation is low. The researcher argues that this is because nurses feel that their workload and work performance are not comparable to the compensation/salary given, which affects their performance. Therefore, in providing services, their performance is not optimal. This is mostly stated by officers who are still honorary, they also say that sometimes the compensation given is uncertain and often delayed unscheduled, causing them to sometimes be restless.

This is in line with the research of Zakib et al. (2023), which states that there is a relationship between compensation and nurse performance in hospitals, this is because every nurse in an organization has a desire to get compensation that matches their expectations. If these expectations are met, the nurse will always be enthusiastic about working. The many complaints and dissatisfaction with the compensation received by nurses, directly or indirectly, have an impact on the work activity process, which affects daily work activities because nurses are not motivated to carry out their work activities, due to the compensation gap that has not been aligned with the hospital which delays the provision of compensation to honorary nurses. In fact, every nurse tries to work well and seriously if the

compensation is commensurate and in accordance with the nurse's needs.

The results of this study indicate that there is a relationship between skills and nurse performance in providing care for patients with mental disorders at the General Hospital of Southeast Sulawesi Province where respondents who have good nurse performance, including 6 (16.7%) respondents have insufficient skills, and 20 (55.6%) have sufficient skills. While respondents who have poor nurse performance, including 9 (25%) have insufficient skills, and 1 (2.8%) have sufficient skills.

Based on the results of the data analysis obtained, it shows that the group of respondents who have sufficient skills is greater than the group of respondents who have insufficient skills. The researcher assumes that this is because many officers have good work performance and good work motivation. Respondents said that nurses are required to take special training related to mental disorder patients because it is very different from providing services to non-mental disorder patients so those skills are very important and must always be improved.

The results of the data acquisition show that several patients have poor nursing performance with poor skills. The researcher assumes that this is because there are still many new officers who are still adjusting to the skills of officers while learning and some officers are also still afraid to go directly into certain actions for patients with mental disorders so that they are more often carried out by senior nurses because they are still in the learning process and following training to increase experience and education.

A 2024 study analyzing clinical competence among nurses found that higher levels of professional competence including

practical skills, collaboration, responsibility, and continued professional development were significantly and positively correlated with job performance (Kalantary et al., 2024). With the skills possessed by nurses, it can improve the quality of nursing performance care. Training provides new or old nurses with the skills they need to work. Therefore, every nurse must receive training. Nurses who lack or do not receive training either in the nursing care process or training aimed at developing nurse competence can affect nurse skills in providing services.

CONCLUSION

There is a moderate relationship between work attitude and nurse performance in providing care for patients with mental disorders and there is a strong relationship between workload, compensation, skills, and nurse performance in providing care for patients with mental disorders at the Mental Hospital of Southeast Sulawesi Province.

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