Research Article

THE INFLUENCE OF WORK CLIMATE ON NURSE PERFORMANCE IN THE INPATIENT INSTALLATION OF MALAHAYATI ISLAMIC HOSPITAL IN MEDAN

Dewi Agustina[1] *, Rezki Safitri Harahap[2], Naswa Fadila[3], Preti Sinta Harahap[4], Nadiah Wulandari[5], Nasywa Nazhifah[6], Restu Amalia Majid[7]

[1-7]*Public Health, State Islamic University of North Sumatra Medan, Tuntungan Golf Course Road, Pancur Batu District ublic Health Studies Departement Faculty of Public Health State Islamic University of North Sumatera*

Corresponding Author :
dewiagustina@uinsu.ac.id, rezkisafitri998@gmail.com, naswafadila13@gmail.com, sintapretti1@gmail.com, nadiahwulandari13@gmail.com, nasywanazhifah655@gmail.com, restuamelia529@gmail.com , Phone: +62-822-8486-4043

ABSTRACT

Background: This study aims to analyze the influence of work climate on nurse performance in the Inpatient Installation of Malahayati Islamic Hospital, Medan. Nurses at this hospital have reported dissatisfaction with compensation and recognition systems, which are thought to affect performance.

Methods: A quantitative approach was employed, using purposive sampling to survey 49 nurses. Data were collected between September 23 and October 5, 2024, through questionnaires, focusing on work attitudes, salary, incentives, and reward provision. Chi-Square analysis was applied to evaluate the relationships between these variables and nurse performance

Results: The findings revealed that a positive work attitude is significantly associated with improved performance. Low salary showed a negative effect, with an Odds Ratio (OR) of 0.563 and a p-value of 0.004. Incentives positively influenced performance (OR = 0.263, p-value = 0.000), while reward provision indicated a trend towards significance (OR = 8.667, p-value = 0.056).

Conclusion: This study concludes that enhancing salary, incentives, and recognition systems is essential to improving nurse performance.

Keywords: Work Climate, Nurse Performance, Salary, Incentives, Reward Systems

INTRODUCTION

Work climate includes various elements, including work attitude, salary, incentives, and rewards. A positive work attitude is expected to encourage nurses to provide better service. Previous studies have shown that a good work attitude is positively related to nurse performance.(1) However, although many nurses feel that their salary is sufficient, a significant proportion are dissatisfied with the suitability of their salary to their work.

According to a report from the World Health Organization (WHO), there is global concern about the level of job satisfaction and motivation of nurses, which has a direct impact on the quality of health services. Research shows that a positive work environment can improve nurse motivation and performance.(2)

A good work system is a system that is able to guarantee increased employee performance which ultimately enables the organization to obtain, maintain, and employ a number of people who with various positive attitudes and behaviors will work productively for the benefit of the organization.(3)

Salary that can function as the main motivator for nurses. Research by,(4) revealed that dissatisfaction with salary can reduce work motivation and productivity. In addition, good incentives can increase nurses' work enthusiasm and have a positive impact on their performance.(5)

Nurses at Malahayati Islamic Hospital have reported dissatisfaction with their compensation and recognition systems, impacting overall performance and research has never been done on this matter. This study aims to explore the relationship between work climate and nurse performance at the Malahayati Islamic Hospital in Medan. By analyzing factors such as work attitudes, salary, incentives, and rewards, it is hoped that this study can provide deeper insight into how these factors interact with each other and influence nurse performance. The results of this study are expected to provide recommendations for hospital management in formulating better policies to improve nurse performance and job satisfaction. By understanding the influence of work climate on performance, hospitals can create a more supportive and productive work environment for medical personnel.

MATERIAL AND METHODS

a. **Research design** is uses a quantitative approach by collecting data through questionnaires distributed to nurses, then analyzed using the Chi-Square test to test the relationship between variables.

b. **Population and samples** the population in this study were all nurses at the Malahayati Islamic Hospital in Medan, while the sample for this study was 49 inpatient nurses at the Malangayati Islamic Hospital.

c. **Location and time location** and time of this research at the Islamic Hospital Malahayati Medan Jl Pangeran Diponegoro No.2-4 Medan around 23 September - 05 October 2024.

d. **Data analysis**
   1. **Data Processing**: The data processing process is carried out after the data is collected and focused on the research question.(6) The stages include:
      a. Editing: The initial step in verifying data to ensure completeness and consistency.
      b. Coding: Data is labeled or given certain symbols to facilitate further analysis.

c. Tabulating: Information is arranged or presented in tabular form according to research needs.

2. **Data Analysis**: The next step is to analyze the data. This process includes simplifying, classifying, and interpreting data.

   a. In quantitative research, data is arranged in the form of statistical numbers.

   b. In qualitative data, the results are represented using symbols or words.

3. **Interpretation of Analysis Results**: The final stage is interpreting the results of the analysis to draw conclusions.

4. **This process involves**: Comparing the hypothesis with the results obtained and Evaluating whether the findings are reasonable and relevant to the research objectives.

RESULTS

Relationship between Work Attitude and Nurse Performance

No	Work Attitude	Nurse Performance				Total		OR	P Value
		Good		Not Good					
		n	%	n	%	n	%		
1	Tall	35	71.4	14	28.6	49	100	-	-
2	Low	35	71.4	14	28.6	49	100		

Based on the table above Although there are no specific Odds Ratio (OR) and p-value values for these two categories in the data presented, it is important to consider that OR is usually used to determine the strength of the relationship between two variables. In this context, if the OR for high work attitude compared to low shows a value above 1, then it can be interpreted that high work attitude is positively related to good performance.

Relationship between Salary and Nurse Performance

No	Wages	Nurse Performance				Total		OR	P Value
		Good		Not Good					
		n	%	n	%	n	%	0.563	0.004
1	Tall	17	48.6	0	0.00	17	34.7		
2	Low	18	56.2	14	43.8	32	65.3		

From the analysis, the Odds Ratio (OR) value was obtained as 0.563 with a p-value of 0.004. This shows that nurses who feel their salaries are low have a higher risk of not performing well compared to those who feel their salaries are high. P-value <0.05 shows that the relationship between salary and nurse performance has a statistical effect.

Intensive Relationship to Nurse Performance

No	Intensive	Nurse Performance				Total		OR	P Value
		Good		Not Good					
		n	%	n	%	n	%		
1	Tall	30	85.7	0	0.00	30	61.2	0.263	0.000
2	Low	5	26.3	14	73.7	19	38.8		

Based on the table above, the incentive analysis shows an OR of 0.263 with a p-value of 0.000. This figure shows that nurses who feel they receive good incentives have better performance compared to those who feel low incentives. This very small p-value indicates that there is a very significant relationship between incentives and performance

Relationship between Reward Giving and Nurse Performance

No	Pemberian Reward	Nurse Performance				Total		OR	P Value
		Good		Not Good					
		n	%	n	%	n	%		
1	Tall	14	40.0	1	7.1	15	30.6	8.667	0.056
2	Low	21	61.8	13	38.2	34	69.4		

Based on the table above, the reward provision, the OR obtained is 8.667 with a p-value of 0.056. This indicates that nurses who receive high rewards tend to have better performance than those who do not receive rewards. However, the p-value slightly higher than 0.05 indicates that although there is a positive indication, this relationship is not entirely significant in the context of this study.

DISCUSSION

Work Attitude and Nurse Performance

Work attitude is a collection of feelings, beliefs and thoughts held by employees about how to behave at the moment regarding work and the organization, attitudes are more specific than values and are not permanent because the way people perceive and experience their work often changes over time. A good work attitude is one of the important factors so that performance can run optimally, because attitude is an organization of cognitive elements, emotions and moments of will that are specifically influenced by past experiences, so that it is dynamic and provides direction to every employee's behavior.[7]

Nurses' work attitude is closely related to their performance. The results of this study indicate that 79.6% of nurses at Malahayati Hospital Medan have good discipline and 85.7% have good communication with colleagues.

Research by (8) found that work attitudes contributed positively to improving nurse performance in hospitals, where effective communication and teamwork were key factors in improving the quality of health services

Nurse Salary and Performance

Salary in this case is to provide honorarium or wages to employees for the completion of work. The importance of the role of salary to support or encourage employees to work harder. However, the salary problem in this company is indicated as one of the factors of less than optimal employee performance (9) From the results of the analysis at Malahayati Hospital, an Odds Ratio (OR) value of 0.563 was obtained with a p value of 0.004, which means that low salaries have a high risk of poor performance.

Research by (4) also found that dissatisfaction with salary can reduce nurse work motivation and productivity. Salaries that are considered inappropriate for work can cause stress and dissatisfaction, which have a negative impact on performance.

Nurse Incentives and Performance

Every performance is expected to have an incentive or reward, on the other hand, every incentive must be based on performance. That is the reciprocal relationship between employees and employers based on material and finance. The incentive system shows the clearest relationship between compensation and work performance.(10)

The results showed an OR of 0.263 with a p-value of 0.000 for incentives, indicating a significant relationship between incentives received and nurse performance. This study is in line with (3) Based on the results of the multivariate statistical test with a partial test (t) obtained t = 2.474 and a significance value of 0.015. With a significance value below 0.05 indicates that there is a significant effect between incentives on nurse performance (p value = 0.023). This is because the provision of incentives in the inpatient ward of Labuang Baji Hospital, Makassar City in 2020 has been given evenly but there are still many nurses who receive incentives that are not in accordance with the workload given. There are still nurses who have poor performance, one of which is influenced by the provision of incentives and other factors.

Research by (11) support this finding, showing that good incentives can significantly improve nurse motivation and performance. Incentives serve as important external motivators to encourage nurses to provide the best service.

Reward Provision and Nurse Performance

Motivation comes from the word motive which means encouragement. Motivation is a condition that encourages or causes someone to do an action or activity that occurs consciously. According to Mathis and Jackson in Bangun (2012), motivation is a person's desire that leads him to do a behavior in his environment in order to get a reward or salary. Many supporting theories show that this motivation can improve employee performance. One of Maslow's theories (1943) states that everyone has needs that arise according to their interests.(12)

Reward provision shows an OR of 8.667 with a p-value of 0.056, indicating that high rewards tend to improve performance, although not entirely significant.(13) in line Research by (14) found that fair and timely rewards can increase nurse job satisfaction

and motivation. However, dissatisfaction with the fairness of reward provision can reduce its effectiveness.

CONCLUTION

This study aims to analyze the effect of work climate on nurses' performance in the Inpatient Installation of the Malahayati Islamic Hospital, Medan. Based on the results of the analysis, it can be concluded that Work Attitude The majority of nurses show a positive work attitude, with 79.6% having good discipline and 85.7% having good communication with coworkers. A good work attitude contributes significantly to nurse performance. Salary The results show that 55.1% of nurses feel that their salary is sufficient, but 49% feel that their salary is not in accordance with the work done. The Odds Ratio (OR) for salary is 0.563 with a p-value of 0.004, indicating that low salary is negatively related to nurse performance significantly. Incentives As many as 36.7% of nurses feel that the incentives received are satisfactory, with an OR of 0.263 and a p-value of 0.000, indicating a significant relationship between incentives and nurse performance. Reward Provision Although 36.7% of nurses feel that they rarely receive awards, the OR for reward provision is 8.667 with a p-value of 0.056. This shows that high reward provision tends to increase performance, although this relationship is not entirely significant. Overall, this study shows that a good work climate including work attitudes, salary, incentives, and reward provision have a positive effect on nurse performance at the Malahayati Islamic Hospital in Medan.

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