

THE EFFECT OF COMPETENCY AND WORK FACILITIES ON NURSES' PERFORMANCE WITH JOB SATISFACTION AS AN INTERVENING VARIABLE AT PULANG PISAU REGIONAL PUBLIC HOSPITAL

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Performance as an embodiment of a nurse's work behavior that is displayed as work performance in accordance with its role in a hospital within a certain period. This indicates the performance of nurses as a determinant of the success and survival of the hospital. In every hospital, nurses are one of the most important components in reviving the hospital. This must be supported by good performance because without good performance, the hospital will not achieve its goals. For this reason, nurses need satisfaction to be able to work more diligently. To achieve good performance, competence and work facilities are very influential. In addition, the job satisfaction obtained by nurses is an important aspect, because it can have an impact on better performance. Therefore, this study aims to determine the effect of competence, work facilities and job satisfaction on the performance of nurses. The population in this study were all employees and nurses at the Pulang Pisau District Hospital, totaling 90 people. The researcher uses a saturated sampling technique, meaning that all populations can be used as samples in this study. The data analysis in this study used a path analysis model, because of the intervening variables in this research model. The results of this study indicate that competence and work facilities have a significant positive effect on job satisfaction. Competence, work facilities and job satisfaction are proven to have a significant positive effect on nurse performance.

Keywords: Competence, Job Facilities, Job Satisfaction and Nurse Performance.

1. INTRODUCTION

Hospitals are health service institutions for the community with their own characteristics that are influenced by the development of health science, technological advances, and the socio-economic life of the community (Syahdilla et al., 2023). Hospitals must continue to be able to improve health services that are of higher quality and affordable to the community in order to achieve the highest level of public health by organizing... comprehensive individual health services, providing inpatient, outpatient and emergency services, carrying out health efforts that are carried out in a harmonious, integrated, comprehensive and sustainable manner with the aim of realizing an optimal level of health for the community (Ministry of Health of the Republic of Indonesia, 2009).

Nurses As government and private apparatus should be able to avoid bad bureaucratic culture, so that the image of clean and authoritative employees can be accepted in society (Triana et al., 2023). To maintain a good employee image, each apparatus should be able to show better performance, and this can be expressed in the form of good and satisfying community service activities. Even public satisfaction with the services provided can be used as a benchmark and has implications for the success of an organization/agency (Anjaryani, 2009).

The success of a company is greatly influenced by the performance of its employees. Every company or in this case a hospital will always try to improve the performance of its employees in the hope that the goals of the institution will be achieved (Harma et al., 2020). To achieve these results, factors that influence the achievement of nurse performance are needed, this consists of many factors, including competence, work facilities and a person's job satisfaction at work.

Performance is the work results in terms of quality and quantity achieved by a nurse in carrying out his/her duties in accordance with the responsibilities given to him/her. Meanwhile, improving performance is something that is desired by both employers and workers. Employers want their nurses to perform well for the sake of improving results for self-development and job promotion (Maharani &

Budianto, 2019). In general, it can be said that good nurse performance aims to increase productivity and comfort in hospitals that are where does he work

The competence of implementing nurses, namely knowledge, skills and worker behavior, will produce good service quality. Improving this quality is not only important internally, but also externally because it will be reflected in the interaction of the organization with the environment which in turn helps shape the image of the organization in the eyes of various parties outside the organization (Siagian, 2002). According to Sudarwan Danim (1995) companies should provide pleasant facilities for employees, for example, places of worship, medical insurance, old age insurance and so on. Thus, if the office is able to provide these facilities, the office is able to increase the enthusiasm of the employees so that their work can also be improved.

Furthermore, Moenir (1995:197) stated that "Facilities are everything that is occupied and of interest to employees, both in direct relation to work and for the smooth running of work." Thus, an employee or worker cannot do the work assigned to him without being accompanied by work tools. These work tools are also divided into two types: management work tools and operational work tools.

Management work tools in the form of rules that determine authority and power in carrying out its obligations. So with the tools of authority and power, management can carry out its function to lead, direct, regulate and supervise the implementation of work by employees or workers. With this understanding, it is included in it all the work tools in the office such as typewriters, duplicating machines, calculating machines, computer machines. Work equipment facilities. Work equipment is all objects or goods used in work but not directly for production, but rather functions as a facilitator and refresher in work.

Some things that need to be considered as a health company are the facilities available such as complete medical equipment and services provided to consumers in this case patients. (Tjiptono, 2012:317) Facilities are physical resources that must exist before a service is offered to consumers. Facilities in the hospital provided such as the provision of medicines, and complete medical equipment. Facilities provided to consumers in health companies for example such as considering adequate ventilation, representative medical equipment rooms, comfortable patient waiting rooms, clean patient rooms.

Satisfaction is an expression of a person's feelings of pleasure or disappointment after comparing the impressions he or she received from the results of a performance or the facilities available. Likewise with health services, every patient expects services that can satisfy them. Patient satisfaction is a process that can be achieved if the elements in the health service unit have good capabilities. Good human resources and service systems are the basis that needs to be owned to be able to provide benefits that can be enjoyed by patients in the form of satisfaction (Ririn, 2007).

Based on the author's observations at Pulang Pisau Regional Hospital, there are still nurses who cannot implement the correct nursing practice standards such as in conducting: assessment, diagnosis, planning, implementation and evaluation of nursing. This indicates that there is less than optimal performance from nurses and because nurses are the largest employees in the Hospital, it has an impact on overall service. Many factors can influence the lack of nurse performance, at Pulang Pisau Regional Hospital the problems identified include: lack of competence, problems with work facilities and lack of job satisfaction. Based on the results of the explanation above, the researcher is interested in conducting research with the title "The Influence of Competence and Work Facilities on Nurse Performance with Job Satisfaction as an Intervening Variable at Pulang Pisau Regional General Hospital "

From the background description above, the problem formulation in this research is:

1. Does Competence have a significant influence on nurses' job satisfaction at Pulang Pisau Regional Hospital?
2. Do work facilities have a significant effect on nurses' job satisfaction at Pulang Pisau Regional Hospital?
3. Does Work Competence have a significant influence on Nurse Performance at Pulang Pisau Regional Hospital?
4. Do Work Facilities Have a Significant Influence on Nurse Performance at Pulang Pisau Regional Hospital?

5. Does job satisfaction have a significant effect on nurse performance at Pulang Pisau Regional Hospital?

Literature Review

Human Resource Management

Human resources are important assets and play a role as the main driving factor in the implementation of all activities or activities of the agency, so they must be managed well through Human Resource Management (HRM). According to human resource management experts are as follows: According to Handoko (2014, p.4), human resource management is the recruitment, selection, development, maintenance, and use of human resources to achieve both individual and organizational goals.

Furthermore, according to AF Stoner as quoted by Sondang P. Siagian (2013:6), Human resource management is an ongoing procedure that aims to supply an organization or company with the right people to be placed in the right positions and positions when the organization needs them. According to Hasibuan (2017, p.10) Human Resource Management is the science and art of regulating the relationship and role of the workforce so that it is active and efficient in helping to realize the goals of the company, employees and society. According to Malayu SP Hasibuan (2011:10), HR is the science and art of regulating the relationship and role of the workforce so that it is effective and efficient in helping to realize the goals of the company, employees and society. Based on several opinions according to experts at above, it can be concluded that human resource management is the management of human resources in a company effectively and efficiently in order to help realize the company's goals.

Competence

Competence is an ability to carry out or perform a job or task based on skills and knowledge and supported by the work attitude required by the job. Wibowo (2016, p.271) According to McClelland, competence is defined as a fundamental characteristic possessed by a person that directly influences, or can describe, excellent performance. In other words, competence is what *outstanding performers* do more often in more situations with better results, than what *average performers do*. (Zainal, Veithzal Rivai, et al. 2015, p.230). Basically, there are many indicators that influence the competence of a company's employees, competency indicators according to Ruky in Fadillah, et al. (2017), namely:

1. Personal traits (*traits*) Personal traits are physical characteristics and reactions. or a response that is made consistently to a situation or information.
2. Self-concept (*self concept*) Self-concept is a set of attitudes, value systems or self-image that a person has.
3. Knowledge (*knowledge*) Knowledge is information that a person has about a certain specific area.
4. Skills (*skills*) Skills are the ability to perform a series of specific physical or mental tasks.
5. Work motivation (*motives*) Motives are something that is consistently thought about or desired by a person, which will then direct, guide, and choose a certain behavior towards a number of actions or goals.

Work Facilities

Work facilities are supporting facilities in the company's activities in physical form, and are used in the company's normal activities, have a relatively permanent useful life and provide benefits for the future. Work facilities are very important for the company, because they can support employee performance such as in completing work. In a company to achieve a goal, supporting tools are needed that are used in the process or activities in the company. The facilities used by each company vary in form, type and benefits. The greater the activity of a company, the more complete the facilities and supporting means in the process of activities to achieve these goals. According to Hartanto (2002:501) the characteristics of supporting facilities in the company's activity process are:

1. Have a physical form
2. Used or utilized effectively in the normal activities of the company
3. Having a relatively permanent useful life or lifespan of one accounting period or more than one year
4. Providing benefits in the future From the opinion in It can be seen above that supporting facilities

in company activities are in physical form and are used in normal company activities, have a relatively permanent useful life and provide benefits for the future.

According to Hasibuan (2007: 201) work facilities are one of the tools used by employees to facilitate the completion of daily work. Work facilities in each company will differ in form and type, depending on the type of business and the size of the company. Work facilities are related to employee job satisfaction because job satisfaction is related to the fulfillment of needs. Employees who feel their needs are met will prepare themselves as employees who are satisfied with their work. Conversely, dissatisfaction arises if one or some of their needs cannot be met.

Moenir (1995 : 197-199) divides facilities into 3 groups, namely:

1. Work Tool Facilities An employee or worker cannot do the work assigned to him without being accompanied by work tools. These work tools are also divided into two types, namely as follows:
 - a. Management work tools Management work tools are in the form of rules that determine authority and power in carrying out its obligations. So, with the tools of authority and power, management can explain its function to lead, direct, regulate and supervise the implementation of work by employees or workers.
 - b. Operational work tools Operational work tools are all objects or goods that function as tools that are directly used in production. With this understanding, it includes all work tools in the office such as typewriters, duplicating machines, calculating machines, computer machines.
2. Work Equipment Facilities Work equipment is all objects or goods used in work but not directly for production, but rather functions as a facilitator and refresher in work. Included in this work equipment are :
 - a. Buildings with all necessary facilities, including roads, sewers, clean water, wastewater disposal and parking lots.
 - b. Adequate workspace and other spaces with efficient *layout*.
 - c. Adequate lighting.
 - d. Furniture including work tables and chairs, guest tables and chairs, cupboards of all shapes and purposes, multi-purpose tables and all kinds of tables, chairs and cupboards needed in the workplace.
 - e. Communication tools in the form of telephones, telexes, and motor vehicles (as work equipment) including for couriers, employee pick-up and drop-off.
 - f. Tools that function to freshen up the room, such as fans, *air conditioning* (AC).
 - g. All kinds of office household equipment (cooking utensils, washing utensils, cleaning tools, glassware, etc.).
3. Social Facilities Social facilities are facilities used by employees and have social functions. For example, the provision of mess, dormitories for single employees, official residences, official houses and sometimes motor vehicles are also included as social facilities. The provision of this social use is unlikely to be able to meet employee satisfaction, both in terms of quantity and quality. Objective and fair arrangements will greatly help both parties (organization and employees) to facilitate business.

Job satisfaction

Job satisfaction is one of the most important factors to get optimal work results. Job satisfaction is an individual thing. Each individual has a different level of satisfaction. Job satisfaction refers more to the attitude of employees who view whether or not the work they do is enjoyable. Job satisfaction shows the suitability between a person's expectations that arise and the rewards provided by the job. Handoko in Sutrisno (2017:75) stated that job satisfaction is a pleasant or unpleasant emotional state for employees to view their work. Job satisfaction reflects a person's feelings towards their work. This is evident in the employee's positive attitude towards work and everything they face in their workplace. Employees who do not get job satisfaction will never achieve psychological satisfaction and will eventually develop negative attitudes or behavior and in turn can cause frustration, on the other hand, satisfied employees will be able to work well, enthusiastically, actively, and can perform better than employees who do not get job satisfaction.

In essence, job satisfaction is a feeling of pleasure or displeasure of workers in viewing and carrying out their work. If someone is happy with their work, then that person is satisfied with their work. Other definitions are developed by experts, as often found in several literatures on management studies. Some of these opinions include:

1. Robbins and Judge (2013) stated that job satisfaction is a positive feeling about one's job which is the result of an evaluation of its characteristics.
2. Berry in Badriyah (2015:228) defines job satisfaction as a work attitude that includes cognitive, affective and behavioral elements that influence a number of work behaviors.
3. Hasibuan (2017 : 202) stated that job satisfaction is an emotional attitude that is pleasant and loves one's job.

Based on the definition that has been put forward by the experts, it can be concluded that job satisfaction is a feeling of pleasure or displeasure of an employee in carrying out his work in accordance with the compensation given by the company to its employees. Job satisfaction greatly affects employee work results, if the company does not provide compensation according to the expectations of its employees, employee performance will also decrease so that job satisfaction is very important for the company to pay attention to. Job satisfaction can be measured through several indicators. Smith *et al.* in Indrasari (2017:45) stated that there are 5 (five) indicators of job satisfaction, namely:

1. Satisfaction with the job itself.
Work provides employees with the opportunity to learn according to their interests and the opportunity to take responsibility. In the two-factor theory, it is explained that work is a factor that will drive a strong level of work motivation so that it can produce good work performance.
2. Satisfaction with salary
Employee job satisfaction will be formed if the amount of money the employee receives is in accordance with the workload and is balanced with other employees.
3. Promotion opportunities
Promotion is a form of appreciation received by employees in an organization. Employee job satisfaction will be high if employees are promoted based on the work achievements of the employees. Satisfaction with supervision
4. Satisfaction with supervision
This is shown by the superior in the form of paying attention to how much good work carried out by employees, advising and assisting employees as well as good communication in supervision. Employee job satisfaction will be high if the supervision carried out by supervisors is motivating for employees.
5. Satisfaction with coworkers
If in an organization there is a relationship between employees that is harmonious, friendly, and helps each other, it will create a conducive working group atmosphere, which will create employee job satisfaction.

Nurse Performance

The concept of performance is an abbreviation of work energy kinetics, the equivalent in English is *Performance*, often Indonesianized as performance. Performance is the output produced by the functions or indicators of a job or a profession within a certain time (Wirawan, 2009). According to Bernardin and Russel (1993) performance is defined as follows: "*Performance is defined as the record of outcome produced on a specified job function or activity during a specified time period.*" The definition above is interpreted as performance being a record of the results obtained from a specific job function or activity during a specified time period. In the definition above Bernardin and Russel emphasize the understanding of performance as the result or *outcome* of a job and their contribution to an organization. Maier, 1965 (in As'ad, 2003) said that performance is the success of an individual in completing his work. Pabundu (2006) there are two factors that influence employee performance, namely:

- a. Internal factors, namely factors related to intelligence, skills, emotional stability, a person's characteristics, including attitudes, personality traits, physical characteristics, desires or motivations, age, gender, education, work experience, cultural background and other personal

variables.

- b. External factors are factors that influence employee performance originating from the environment, including employment regulations, customer desires, competitors, economic conditions, organizational policies, leadership, actions of co-workers, types of training and supervision, wage systems and the social environment.
- c. Individual characteristics related to nurse performance are education, training, promotion, career level, length of service, reward system, salary, allowances, incentives and bonuses. The results of Daryanto's research, (2008) showed that the most dominant reward system related to performance was salary and recognition. Isesreni, (2009) the level of nurse education affects nurse performance, and there is no significant relationship between age, gender, marital status, and length of service of nurses with nurse performance.
- d. The good or bad performance of a nurse can be influenced by factors such as job satisfaction, motivation, work environment and organizational culture (Edy, 2008). In addition, supervision and work capacity or workload can also affect employee performance. Supervision is all assistance from the leader/person in charge to nurses aimed at the development of nurses and other staff in achieving nursing care goals. In addition, implementing nurses will receive positive encouragement so that they are willing to learn and improve their professional abilities. With the willingness to learn, it will indirectly improve nurse performance. while work capacity is the average frequency of activities of each job in a certain period of time (Suyanto, 2009). Improving nursing services can be attempted by improving nurse performance, namely by increasing knowledge through continuing nursing education and improving nursing skills is absolutely necessary. Arranging a conducive work environment needs to be created so that nurses can work effectively and efficiently. Creating a work atmosphere that can encourage nurses to do their best requires a leader. The leader must have the ability to understand that people have different motivations (Sugijati, et al; 2008).

Sitanggang, (2005) The results of the study found a significant relationship between transformational leadership (charisma, individual consideration, intellectual stimulation) and nurse performance and there was no relationship between individual characteristics including age, education level, length of service, marital status and rewards with nurse performance at St. Carolus Hospital, Jakarta.

Performance appraisal is also called performance appraisal, performance evaluation, development review, performance review and development. Performance appraisal is an activity to assess the success or failure of an employee in carrying out his duties. Therefore, performance appraisal must be guided by the measurements that have been agreed upon in the work standards (Usman, 2011). Nurse performance assessment is evaluating the performance of nurses in accordance with professional practice standards and applicable regulations. Nurse performance assessment is a way to ensure the achievement of nursing practice standards. In the Minister of Health Regulation No. 26 of 2019,

- a. A nurse is a person who has graduated from higher nursing education either at home or abroad which is recognized by the government in accordance with statutory regulations.
- b. Vocational nurses are nurses who have graduated from the lowest level of vocational nursing education, namely the nursing diploma program.
- c. Professional nurses are nurses who are graduates of professional nursing education which is a professional nursing program and a specialist nursing program.
- d. Nursing is the activity of providing care to individuals, families, groups or communities whether they are sick or healthy.

Nursing practice standards are used as guidelines by every nurse in carrying out nursing care as stipulated by PPNI in 2000, which includes 5 standards.

1. Nursing assessment

At this stage, nurses collect data on patient health systematically and continuously, where the purpose of the assessment is to determine the patient's needs, identify problems faced by the patient by coordinating with other health workers and to plan further care actions effectively.

Nursing assessment criteria include data collection carried out by means of anamnesis ,

observation, physical examination and supporting, data sources are from the patient themselves or family, medical records and other records related to the patient and data collected to identify the patient's health status from the past to the present, the patient's bio-psycho-social status, response to therapy, patient health risks and expectations of the desired level of health.

2. Diagnosis

After the assessment stage, the results are used to formulate a nursing diagnosis. A nursing diagnosis is a clear written statement about the patient's health problems, estimated causal factors and supporting factors for the occurrence of the health problem. The diagnostic activity process is selecting data, grouping data, knowing and compiling a list of problems, looking for references and making conclusions about the problem. The criteria for the nursing diagnosis process are the stages of diagnosis starting from analysis, data interpretation, problem identification and formulation of nursing diagnoses, nursing diagnoses include the problem of causes, signs or symptoms and causes or problems, validating nursing diagnoses by collaborating with patients and other health workers and conducting re-assessments and improving diagnoses if they find new data.

3. Planning

The purpose of creating a nursing action plan is to plan to overcome problems and improve patient health. The activities carried out are to prioritize problems, determine goals, create nursing intervention plans and create evaluation criteria. Planning activities include the following criteria: planning starts from determining priority problems, formulating goals and planned nursing actions, working with patients to create action plans to be carried out, planning based on patient needs, ensuring a sense of security and comfort because it is individual and every action plan is always documented.

4. Implementation

Implementation of actions is carried out in accordance with the nursing action plan that has been made. In implementing nursing actions, it is necessary to pay attention to the patient's bio-psycho-social-spiritual status properly, actions are carried out according to the specified time, implementing good nursing ethics, maintaining cleanliness of tools and the environment and prioritizing patient safety. The criteria for the implementation process are working together with patients and other health teams in every nursing action implemented, assisting and providing education on the concept of self-skills and helping to modify the environment that will be used for nursing actions, conducting evaluations, reviewing and changing each nursing action according to the patient's response and each nursing action has the aim of addressing the patient's health.

5. Evaluation

Evaluation is carried out by nurses on nursing actions that are not in accordance with the objectives and correcting initial data until the planning stage. In the evaluation process, things that need to be noted are the time of the action, patient development records whether they are in accordance with the objectives or not and the signatures of the patient and the nurse who performed the action. The criteria for the evaluation process are to prepare a comprehensive, timely and continuous evaluation plan for results and interventions, using basic data and patient responses to determine the results of the implementation in accordance with the objectives, validating and analyzing new data with fellow nursing team members, working together with patients, families and other health workers to design further nursing actions.

Performance appraisal is the most reliable tool for nurse managers in controlling human resources and productivity. The performance appraisal process can be used effectively in directing employee behavior, in order to produce high quality and volume nursing services. Nurse managers can use the operational performance process to set the direction of work in selecting, training, guiding career planning and rewarding competent nurses (Nursalam, 2008).

2. METHOD

Here the researcher collects primary data obtained directly from the sample through distributed questionnaires and secondary data in the form of a general description of the research object from interviews and data available at Pulang Pisau Regional Hospital. The population in this study were all nurses at Pulang Pisau Regional Hospital totaling 97 people, all populations were taken as samples (*total sampling*). The data obtained from the results of filling out the questionnaire will be analyzed using a formula that is in accordance with the research approach. The researcher conducted data analysis testing using the SPSS version 25.0 program. This research was conducted in March 2021 – August 2021 and was located at the Pulang Pisau Regional Hospital, Central Kalimantan.

3. RESULT AND DISCUSSION

Based on the results of data processing through SPSS, the following results were obtained:

Competency Variable Has a Positive and Significant Influence on Job Satisfaction of Nurses at Pulang Pisau Regional Hospital

The results of this study indicate that the competency variable has a significant positive effect on the job satisfaction of nurses at Pulang Pisau Regional Hospital. The statement is proven based on the calculation results showing that the t-count level on the competency variable is $(8.207) > 0.673$ at a significance level of 5%. Indicating that t-count > t-table so that it can be concluded that H_0 is rejected and H_a is accepted, meaning that competency has a significant effect on nurse job satisfaction.

Furthermore, the positive unstandardized coefficient value of 0.556 means that an increase in the value of the competency variable is able to increase the job satisfaction of nurses at Pulang Pisau Regional Hospital. This means that if the competency variable is increased by one unit, it will increase the job satisfaction value by 0.556 with the assumption that the other variables are considered zero / non-existent. The results of the respondents' responses obtained information that the highest indicator was in statement number 2 about, "I understand the work I handle" meaning that all nurses who were respondents in this study strongly agreed with the statement put forward by 66%. With an average result of 4.6 with a very good category.

It is predicted that employee competence has an influence on employee job satisfaction. Referring to E. Mulyana (2004: 37-38) good competence is influenced by skills and knowledge. Skills are something that is owned by individuals who carry out tasks or jobs assigned to them. For example, the ability of employees to choose work methods that are considered more effective and efficient, and knowledge, namely awareness in the cognitive field. For example, an employee knows how to identify learning, and how to carry out good learning according to the needs of the company. With good skills and knowledge will result in better work efficiency so that employees can be better and optimal. This research is in line with the findings of previous research conducted by Deswarta (2017) and Ester Manik (2014) which stated that the competency variable has a positive and significant effect on job satisfaction.

Work Facilities Variables Have a Positive and Significant Influence on Nurses' Job Satisfaction at Pulang Pisau Regional Hospital

The results of this study indicate that the work facilities variable has a significant positive effect on the job satisfaction of nurses at Pulang Pisau Regional Hospital. The statement is proven based on the calculation results showing that the t-count level on the work facility variable is $(5.379) > 0.673$ at a significance level of 5%. Indicating that the t-count > t-table so that it can be concluded that H_0 is rejected and H_a is accepted, meaning that work facilities have a significant effect on nurse job satisfaction.

Furthermore, the positive unstandardized coefficient value of 0.360 means that an increase in the value of the work facility variable is able to increase the job satisfaction of nurses at Pulang Pisau Regional Hospital. This means that if the work facility variable is increased by one unit, it will increase the job satisfaction value by 0.360, assuming that the other variables are considered zero/non-existent. The results of the respondents' responses obtained information that the highest indicator is in statement number 4 about, "the availability of communication tools and other medical equipment can support the work process" meaning that all nurses who were respondents in this study strongly agreed with the statement put forward by 62.9%. With an average result of 4.3 with a very good category.

Umar (2013) stated that job satisfaction is a person's feelings and assessment of his work, especially regarding his working conditions, in relation to whether his work is able to meet his expectations, needs, and desires. Work facilities are a form of service to employees to support performance, so that it can increase employee job satisfaction (Robbins, 2013). From both theories it is implied that work facilities have an effect on job satisfaction, because if employee perceptions of work facilities are considered good, employee job satisfaction will increase, but conversely, if employee perceptions of work facilities are considered bad, employee satisfaction will decrease. This research is in line with the findings of previous research conducted by Apri Dahlius (2016) and Astadi Pangarso (2016) which stated that the Work Facilities variable has a positive and significant effect on job satisfaction.

Competency Variables Have a Positive and Significant Influence on Nurse Performance at Pulang Pisau Regional Hospital

The results of this study indicate that the competency variable has a significant positive effect on the performance of nurses at Pulang Pisau Regional Hospital. The statement is proven based on the calculation results showing that the t-count level on the competency variable is $(7.076) > 0.673$ at a significance level of 5%. Indicating that t-count > t-table so that it can be concluded that H_0 is rejected and H_a is accepted, meaning that competency has a significant effect on nurse performance.

Furthermore, the unstandardized positive beta coefficient value of 0.749 means that an increase in the value of the competency variable is able to improve the performance of nurses at Pulang Pisau Regional Hospital. This means that if the competency variable is increased by one unit, it will increase the nurse's performance value by 0.749 with the assumption that the other variables are considered zero / non-existent.

The results of the respondents' responses obtained information that the highest indicator was in statement number 2 about, "I understand the work I handle" meaning that all nurses who were respondents in this study strongly agreed with the statement put forward by 66%. With an average result of 4.6 with a very good category. According to Spencer & Spencer in Moeheriono (2010:3-4), competence is a basic characteristic that can affect individual or team performance. Competence has a causal or cause-effect relationship with the criteria used as a reference, effective or performing well or superiorly in a particular workplace or situation. This research is in line with the findings of previous research conducted by Rahman AW (2015) which stated that the Competence variable has a positive and significant influence on Nurse Performance.

Work Facility Variables Have a Positive and Significant Influence on Nurse Performance at Pulang Pisau Regional Hospital

The results of this study indicate that the work facility variable has a significant positive effect on the performance of nurses at Pulang Pisau Regional Hospital. The statement is proven based on the calculation results showing that the t-count level on the work facility variable is $(2.181) > 0.673$ at a significance level of 5%. Indicating that the t-count > t-table so that it can be concluded that H_0 is rejected and H_a is accepted, meaning that work facilities have a significant effect on nurse performance.

Furthermore, the unstandardized value of the positive beta coefficient of 0.199 means that an increase in the value of the work facility variable is able to improve the performance of nurses at Pulang Pisau Regional Hospital. This means that if the work facility variable is increased by one unit, it will increase the nurse's performance value by 0.199 with the assumption that the other variables are considered zero / non-existent.

The results of the respondents' responses obtained information that the highest indicator is in statement number 4 about, "the availability of communication tools and other medical equipment can support the work process" meaning that all nurses who were respondents in this study strongly agreed with the statement put forward by 62.9%. With an average result of 4.3 with a very good category.

Meanwhile, according to Soegeng Djoyowiriono (2005: 98), facilities/means are tools obtained to drive management activities in order to achieve organizational goals. Work facilities are factors that cannot be separated from the world of work and are vital for employees to complete their tasks. With the availability of facilities in the form of complete work support facilities and infrastructure, employees will be encouraged to increase their productivity. This study is in line with the findings of previous

studies conducted by Ahmad Hannani (2016) and Muhammad Norazie (2020) which stated that the Work Facilities variable has a positive and significant effect on Nurse Performance.

Job Satisfaction Variable Has a Positive and Significant Influence on Nurse Performance at Pulang Pisau Regional Hospital

The results of this study indicate that the satisfaction variable has a significant positive effect on the performance of nurses at Pulang Pisau Regional Hospital. The statement is proven based on the calculation results showing that the t-count level on the satisfaction variable is $(2.794) < 0.683$ at a significance level of 5%. Indicating that t-count > t-table so that it can be concluded that H_0 is rejected and H_a is accepted, meaning that satisfaction has a significant effect on nurse performance.

Furthermore, the unstandardized value of the positive beta coefficient of 0.344 means that an increase in the value of the satisfaction variable is able to improve the performance of nurses at Pulang Pisau Regional Hospital. This means that if the satisfaction variable is increased by one unit, it will increase the nurse's performance value by 0.344, assuming that the other variables are considered zero/non-existent. The results of the respondents' responses obtained information that the highest indicator was in statement number 5 Relationship with Work Leaders "I feel satisfied having a good relationship with the current leader" meaning that all nurses who were respondents in this study strongly agreed with the statement put forward by 60.8%. With an average result of 4.2 with a very good category.

Job satisfaction according to Kreitner and Kinicki (2005:271) is "An effectiveness or emotional response to aspects of work". In order to understand employee job satisfaction, a leader must understand the characteristics of each subordinate. By understanding individual characteristics, it will be possible to determine work that is in accordance with the characteristics of each individual. If this is realized, job satisfaction can be achieved, so that performance becomes better. This study is in line with the findings of previous studies conducted by Andre Horhoruw (2017) and Junita Br Sinaga (2017) which stated that the Job Satisfaction variable has a positive and significant effect on Nurse Performance.

4. CONCLUSION

Based on the results of the calculations and discussions carried out in the previous chapter, the conclusions in this study can be summarized as follows: The competency variable has a significant positive effect on the job satisfaction of nurses at Pulang Pisau Regional Hospital. The facility variable has a significant positive effect on the job satisfaction of nurses at Pulang Pisau Regional Hospital. The competency variable has a significant positive effect on the performance of nurses at Pulang Pisau Regional Hospital. The facility variable has a significant positive effect on the performance of nurses at Pulang Pisau Regional Hospital. Job satisfaction variables have a significant positive effect on the performance of nurses at Pulang Pisau Regional Hospital.

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