FACTORS AFFECTING THE PERFORMANCE OF NURSES IN THE TIME OF THE COVID-19 PANDEMIC IN THE ISOLATION ROOM OF THE MUNA REGENCY HOSPITALS

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ABSTRACT

Performance appraisal is very important considering that through the performance of nurses it can be seen how correctly nurses have carried out their functions. This study aims to analyze the factors that influence the performance of nurses during the Covid-19 pandemic in the Isolation Room of the Muna District Hospital. The type of research used in this research is quantitative research with cross sectional study method. The population in this study were all nursing staff in the isolation room as many as 40 people. The samples taken from this study were 40 nurses in the isolation room of the Muna District Hospital using a total sampling technique. Data were analyzed using chi-square and multiple logistic regression. This study using a google form was conducted on 40 nurses in the Isolation Room of the Muna District Hospital. The results showed that the factors that influenced the performance of nurses during the Covid-19 pandemic in the Isolation Room of the Muna District Hospital were workload (p value = 0.000), compensation (p value = 0.001), and leadership (p value = 0.001). And simultaneously the compensation variable is the most influential on the performance of nurses during the Covid-19 pandemic in the Isolation Room of the Muna District Hospital. To the hospital management, incentives and services should be provided on a regular basis with the hope that it will provide satisfaction that can encourage and improve the performance of nurses to be more accomplished in performing their duties.

Keywords: Workload, Motivation, Compensation, Leadership, Nurse Performance.

I. INTRODUCTION

The performance of nurses as the spearhead of health services is very important to maintain and improve the quality of health services. Good nurse performance is a bridge in answering the guarantee of the quality of health services provided to patients, both sick and healthy. Nurse performance is actually the same as work performance in the company. Nurses want to measure their performance based on objective standards that are open and can be communicated. If nurses are cared for and rewarded with superior awards, they will be more motivated to achieve higher levels of achievement [1].

Nursing staff are one of the frontline health workers, because they are the first point of contact in the care of Covid-19 sufferers and have the most intense contact with patients every day, but the Indonesian National Nurses Association (PPNI) states that the availability of nurses to treat infected patients is still very low. Especiallyto deal with the peak of the spread of Covid-19 [2]. In general, nurses have a very important role both in terms of promotive, preventive, and nursing care services in conditions of the Covid-19 outbreak, which has yet to be confirmed [3].

Muna district Hospital is a government hospital classified as Type C hospital with a capacity of 200 beds, located at Jalan Sultan Hasanuddin No. 6 Raha. This hospital is able to provide limited specialist medical services. This hospital also accommodates referral services from the puskesmas (Profile of Muna District Hospital).

In some situations such as in the intensive care unit (isolation ward) the workload of nurses increases significantly with an increase in patients. The psychological response experienced by nurses to infectious disease pandemics is increasing because it is caused by feelings of anxiety about their own health and the spread to their families. According to the IASC (2020) the causes of nurses experiencing anxiety are high job demands, including long working hours, the number of patients is increasing, it is increasingly difficult to get social support due to community stigma against front-line officers, personal protective equipment that limits movement, lack of information about exposure. long-term impact on people who are infected, and the fear of front-line officers from transmitting Covid-19 to friends and family because of their field of work [4].

Based on an initial survey conducted by researchers on June 6, 2020, the focus of the research problem is the performance of nurses during the Covid-19 pandemic which is thought to be still not optimal. The nurse's performance involves work environment factors, workload, motivation, compensation, leadership and anxiety levels. Empirically, the Muna District Hospital has 40 COVID-19 nursing staff. However, the number of cases of Coronavirus infection at the Muna Regency General Hospital continued to increase until September 13, 2020 to 9 isolated suspected cases, 62 positive cases, 13 isolated positive cases, 46 recovered cases, 3 deaths and 56 cases. number of close contacts. This results in a gap between actual conditions and ideal expectations. With this imbalance or gap, the performance of nurses can be disrupted due to excessive workload (overload), so it is suspected that the performance of nurses is not optimal. In this case, the aspects of the work environment, motivation, compensation, leadership and anxiety level of the nurse also determine the performance of the nurse.

Based on the results of interviews via voice (telephone) to the head of the room in the Isolation Room of the Muna District Hospital that the nurse's performance is influenced by many factors, including the lack of awards given by the hospital, such as the absence of awards given to nurses who perform better than nurses. other. The promotion process is very slow, and compensation has not been given by the hospital. On this basis, the researchers are interested in examining the Factors Affecting the Performance of Nurses During the Covid-19 Pandemic in the Isolation Room of the Muna District Hospital.

II. METHODS

This research is a quantitative research with a cross sectional study design. The population in this study were all nursing staff in the isolation room as many as 40 people. The samples taken from this study were 40 nurses in the isolation room of the Muna District Hospital using a total sampling technique. Research data is a factor that will determine the research. Sources of data in this study are primary data and secondary data. The research data were collected through a questionnaire or questionnaire. Where this questionnaire contains a list of questions given to nurses who are respondents in the study. The questionnaire in this study, namely the performance of nurses during the Covid-19 pandemic in the Isolation Room of the Muna District Hospital consisting of 6 variables, namely workload, anxiety level, work environment, motivation, compensation and leadership.

III. RESULTS

Univariate Analysis

Table 1. Distribution of Characteristics of Respondents in Isolation Rooms

Muna District Hospital

Karakteristik Responden	(n)	(%)
a. **Sex**		
Male	19	47.5
Female	21	52.5
Total	**40**	**100.0**
b. **Age Group (years)**		
26-30	24	60.0
31-35	12	30.0
36-40	2	5.0
41-45	2	5.0
Total	**40**	**100.0**
c. **Education**		
NERS	10	25.0
S1	7	17.5
D3	23	57.5
Total	**40**	**100.0**

		n	%
d.	**Length of working**		
	≥ 5 year	22	55.0
	< 5 year	18	45.0
	Total	**40**	**100.0**
e.	**Shift/Working Time**		
	Morning	9	22.5
	Afternoon	15	37.5
	Evening	16	40.0
	Total	**40**	**100.0**

Based on the results of research conducted on 40 respondents, there were 19 respondents or (47.5%) who were male and 21 respondents or (52.5%) were female. Characteristics of respondents in the age group of 26-30 years were mostly 24 respondents (60.0%) and the lowest number of respondents was in the age group of 36-40 and 41-45 years with 2 respondents, each (5.0%). Characteristics of respondents based on their latest education can be explained that as many as 23 respondents or (57.5%) have D3 education, as many as 10 respondents or (25.0%) NERS and as many as 7 respondents or (17.5%) S1.

Characteristics of respondents based on length of service can be explained that as many as 22 respondents or (55.0%) have worked for 5 years and as many as 18 respondents or (45.0%) have worked for < 5 years. Characteristics of respondents based on length of service can be explained that as many as 22 respondents or (55.0%) have worked for 5 years and as many as 18 respondents or (45.0%) have worked for < 5 years.

Table 2. Distribution of Research Variables on Nurses in the Isolation Room of the Muna District Hospital

Research Variable	**(n)**	**(%)**
a. **Workload**		
High	38	95.0
Low	2	5.0
Total	**40**	**100.0**
b. **Motivation**		
High	37	92.5
Low	3	7.5
Total	**40**	**100.0**
c. **Compensation**		
Satisfied	8	20.0
Not Satisfied	32	80.0
Total	**40**	**100.0**
d. **Leadership**		
Good	39	97.5
Not Good	1	2.5
Total	**40**	**100.0**

Table 2 shows that the research conducted on 40 respondents, as many as 38 respondents or (95.0%) stated that they had a high workload and as many as 2 respondents or (5.0%) stated that their workload was low. conducted on 40 respondents as many as 37 respondents or (92.5%) stated that they had high motivation and as many as 3 respondents or (7.5%) had low motivation. The compensation variable shows that the research conducted on 40 respondents was 8 respondents or (20.0%) stated that they were satisfied with the compensation received and as many as 32 respondents or (80.0%) stated they were not satisfied with the compensation received. Leadership variable shows that research conducted on 40 respondents as many as 39 respondents or (97.5%) stated that leadership was good and as many as 1 respondent or (2.5%) stated that leadership was not good.

Table 3. The Effect of Research Variables on Nurse Performance in the Isolation Room of the Muna District Hospital

Research variable	**Nurse Performance**				**Jumlah**		**P**
	Good		**poorly**				
	n	**%**	**n**	**%**	**N**	**%**	
Workload							
High	35	92.1	3	7,9	38	100.0	**0,000**
Low	2	100	0	0	2	100.0	

Total	37	92.5	3	7.5	40	100.0	
Motivation							
High	34	91.9	3	8.1	37	100.0	**0.345**
Low	3	100	0	0	3	100.0	
Total	37	92.5	3	7.5	40	100.0	
Compensation							
Satisfied	8	100	0	0	8	100.0	**0.001**
Not satisfied	29	90,6	3	9,4	32	100.0	
Total	37	92.5	3	7.5	40	100.0	
Leadership							
Good	36	92.3	3	7.7	39	100.0	**0.001**
Not good	1	100	0	0	1	100.0	
Total	37	92.5	3	7.5	40	100.0	

In table 3 the results of the analysis of the effect of the workload variable on the nurse's performance based on the statistical test results obtained p value = 0.000, because the p value < α = 0.000 <0.05 then Ho is rejected, this means that there is a statistically significant effect of the workload variable on the nurse's performance. during the Covid-19 pandemic in the isolation room of the Muna District Hospital. The results of the analysis of the influence of motivational variables on nurse performance based on statistical test results obtained p value = 0.345, because p value > = 0.345 > 0.05 then Ho is accepted, this means that there is no statistically significant effect of motivational variables on nurse performance during the Covid pandemic -19 in the isolation room of the Muna District Hospital.

The results of the analysis of the influence of motivational variables on nurse performance based on statistical test results obtained p value = 0.001, because p value < = 0.001 < 0.05 then Ho is rejected, this means that there is a statistically significant effect of compensation on nurse performance during the Covid-19 pandemic in the isolation room of the Muna District Hospital. The results of the analysis of the influence of leadership variables on nurse performance based on statistical test results obtained p value = 0.001, because p value < = 0.001 < 0.05 then Ho is rejected, this means that there is a statistically significant effect of leadership on nurse performance during the Covid-19 pandemic in the isolation room of the Muna District Hospital.

Multivariate Analysis

At this stage, a multivariate analysis of variables that are directly related and have an influence on the dependent variable (p value <0.05) is carried out, namely the workload, compensation and leadership variables. The multiple logistic regression test aims to determine the most dominant factor influencing the performance of nurses in the isolation room of the Muna District Hospital, as shown in the following table:

Table 4. Results of Logistic Regression Analysis of Independent Variables on Nurse Performance in the Isolation Room of the Muna District Hospital

Variable	B	S.E.	Wald	Df	Sig.	Exp(B)
Workload	.756	2.636	0.000	1	.774	2.130
Compensation	2.533	1.195	0.000	1	.034	12.596
Leadership	.531	.436	0.000	1	.224	1.700
Constant	-6.437	5.122	0.000	1	.209	.002

Table 4 shows that after multivariate analysis using multiple logistic regression, it was found that the variable with the largest Exp (B) or OR (Odds Ratio) value was the compensation variable with the Exp (B) or Odds Ratio value of 12,596, so that the variable was determined as the most influential factor simultaneously on the performance of nurses during the Covid-19 pandemic in the isolation room of the Muna Regency Hospital.

IV. DISCUSSION

Based on the results of the research above, it shows that 52.5% of female respondents were more than 47.5% of male respondents who worked as Covid-19 nurses in the isolation room of the Muna District Hospital. This incident can be based on the differences in the nature of each gender. Women have a loving nature, feel responsible for the welfare of those around them, and are gentle [5].

A person's age is sufficient to determine success in doing a job. In general, younger workers have stronger and unlimited physical strength, whereas older workers have weak and limited physical abilities [6]. A person's level of education is directly proportional to an increase in performance, the higher a person's level of education will

affect awareness of changes or maintenance actions based on knowledge and awareness through the learning process, so that the behavior is expected to be long lasting and stay [7].

The results showed that the percentage of Covid-19 nurses in the isolation room of the Muna District Hospital had mostly worked for 5 years, namely 55.0%. According to the results of previous studies based on the length of work, nurses with a tenure of more than 3 years have better knowledge than nurses who have a working period of less than 3 years [8]. The results showed that the percentage of Covid-19 nurses in the isolation room of the Muna District Hospital mostly got night shifts at 21.00-08.00 which was 40.0%, where nurses felt the night shift felt heavy coupled with a heavy workload so nurses experienced fatigue. which can affect performance and service to patients.

Research conducted (Bawono and Nugraheni, 2015), shows that there is a relationship between the workload of nurses and the performance of nurses, where the results of the research show that the heavy workload of nurses has an effect on poor performance due to differences in the number of activities or activities on the work shift, the number of patients, the number of nurses and the difference in the class of care [9]. Measurement of performance needs to be done to find out whether during the implementation of the performance against the deviation from the predetermined plan, or whether the performance can be carried out according to the expected time schedule. However, this study is different from [10] that there is no significant relationship between workload and nurse performance in implementing patient safety programs.

Based on the results of statistical tests using the chi square test with a significance value of = 0.05, the p value = 0.345 (Continuity Correction) means that there is no statistically significant effect of motivational variables on the performance of nurses during the Covid-19 pandemic in the Isolation Room of the Muna District Hospital. This study is in line with that conducted concluded that motivation does not significantly affect employee performance because the level of significance is greater than 0.05, which is 0.413 [11]. These results are inversely proportional to research conducted which states that motivation has an influence on employee performance. One thing that can provide support and encouragement to someone to work can come from oneself, family or leaders or agencies [12].

Based on the results of statistical tests using the chi square test with a significance value of = 0.05, the p value = 0.001 (Continuity Correction) means that there is an effect of compensation on the performance of nurses during the Covid-19 pandemic in the Isolation Room of the Muna District Hospital. The results of this study are in line with those found that compensation has a direct effect on performance [13]. This is evidenced by the results of the path coefficient test with a probability (p) which is less than 0.05 which means it is significant. This means that compensation has a significant effect on the performance of nurses. The magnitude of the regression coefficient of 0.420 indicates the effect of compensation on the nurse's performance is positive.

Based on the results of statistical tests using the chi square test with a significance value of = 0.05, the p value = 0.001 (Continuity Correction) means that there is an influence of leadership on the performance of nurses during the Covid-19 pandemic in the Isolation Room of the Muna District Hospital. The results of this study are in line with the results of previous studies found that the leadership variable has an effect and is significant on the employee performance variable [14]. Leadership is one of the factors that shape and help others to work and enthusiastically achieve the planned goals in relation to organizational success.

The results of the study using multivariate analysis showed that the compensation variable was the most simultaneously influential variable on the performance of nurses during the Covid-19 pandemic in the Isolation Room of the Muna District Hospital. From exp $(B2) = 12.596 > 1$ is a risk factor and the 95% CI value is more than 1 (1.210 – 131.149) so the OR is significant. This means that nurses who are not satisfied with the compensation given have a 12,596 times risk of having poor performance compared to nurses who are satisfied with the compensation given.

In health services, especially in the current Covid-19 outbreak conditions, nurses have several roles, namely as caregivers which is the main role where nurses will be actively involved for 24 hours in providing nursing care in clinical service settings such as in hospitals. Nurses can carry out their work if they are supported by compensation, both financial and non-financial compensation, so that the motivation and job satisfaction of nurses will be able to improve the performance of nurses in carrying out nursing care.

The performance of nurses will experience changes due to the compensation they receive. If the compensation is in line with expectations, then this will be able to improve the performance of nurses. To the hospital management, incentives and services should be provided on a regular basis with the hope that it will provide satisfaction that can encourage and improve the performance of nurses to be more accomplished in carrying out their duties.

V. CONCLUSION

Based on the results of the study, it showed that there was an effect of workload on the performance of nurses during the Covid-19 pandemic in the Isolation Room of the Muna District Hospital, there was an effect of compensation on the performance of nurses during the Covid-19 pandemic in the Isolation Room of the Muna District Hospital, there was an influence of leadership on the nurse's performance. during the Covid-19 pandemic in the Isolation Room of the Muna District Hospital. To the hospital management, incentives and services should be provided on a regular basis with the hope that it will provide satisfaction that can encourage and improve the performance of nurses to be more accomplished in carrying out their duties.

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