

The Influence Of Competence And Information Technology On Performance in Nurses in The Inpatient Installation Of Sekayu Hospital

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ABSTRAK

The national health system states that one form of health service strata is a hospital that organizes health service activities. Law of the Republic of Indonesia Number 44 of 2009 concerning Hospitals, that hospitals are currently required to always improve the quality of service and patient safety as well as patient-focused services (Patient Centred Care), This research is a quantitative research that aims to show the relationship between variables and test existing theories by analyzing. In this case, the author will analyze the influence of competence and information technology on performance in nurses at the Sekayu Hospital Inpatient Installation. Data collection in this study through the distribution of questionnaires. The time used to distribute the questionnaire until the questionnaire is collected is approximately 1 week from July 15, 2023 to July 22, 2023 and data are obtained with sample details, There is a partial significant influence between Competence and Performance in nurses at the Inpatient Installation of RSUD Sekayu

Keywords: Influence, Installation, Hospital

INTRODUCTION

The national health system states that one form of health service strata is a hospital that organizes health service activities. Law of the Republic of Indonesia Number 44 of 2009 concerning Hospitals, that hospitals are currently required to always improve the quality of service and patient safety as well as patient-focused services (Patient Centred Care). In health services in hospitals, nursing services have a very important role that also determines the success of the hospital as a whole, because nurses are the most dominant human resources in hospitals with the most number compared to other health workers and have the longest contact time with patients, which is for 24 hours continuously with shift division (Sesrianty & Harahap, 2021)

Nursing services and care is a series of interactions between nurses and patients and their environment to achieve the goal of meeting the needs and independence of patients in caring for themselves who view humans as holistic creatures which include; bio-psycho-socio-spiritual-cultural. This means that nursing care not only pays attention to biological aspects but also other aspects, so that nurses in carrying out their roles and functions are required to be able to work

professionally in accordance with professional competence. The Ministry of Health of the Republic of Indonesia has made various efforts in improving health services, including; through hospital accreditation, the implementation of nursing care standards, and continuous services. This is supported by the Central Management Board (DPP) of the Indonesian National Nurses Association (PPNI) by increasing professional competence to improve the quality of nursing services.

The quality of nursing services provided by nurses can be known through the evaluation of performance appraisals carried out based on professional principles and standards so as to describe the results of nurses' activities. The standard of nursing practice is a statement that describes a desirable quality of nursing services provided to patients (Gillies et al., 1989). Nursing practice standards are guidelines for nurses in carrying out nursing care and are indicators of nursing staff performance consisting of five stages in nursing care, including; Nursing Assessment, Nursing Diagnosis, Nursing Intervention, Nursing Implementation, Nursing Evaluation.



Figure 1.1 Stages of the Nursing Process

Source: Nursing Committee of RSUD Sekayu, 2023

The five stages of the nursing process are interrelated with each other and form a cycle called the nursing process cycle that begins when the patient enters the health service. The first stage, nurses conduct an assessment by collecting patient data, followed by the second stage, namely identifying problems or determining nursing diagnoses related to patient problems, the third stage nurses and patients work together to formulate an action plan to be carried out based on previously established nursing diagnoses. And further at the fourth stage, the plan is carried out or implemented by the nurse to the client. And the last stage, the nurse and patient evaluate whether the actions that have been carried out have reached the criteria of the expected results, and the top problems.

Nursing care that has been provided must be documented as evidence of nursing care actions and nurse accountability and as a means of communication in integrated services between professions. (Pusung, 2019) stated that nursing care documentation is evidence of nurse recording and reporting that is useful for the benefit of patients, nurses and other health

teams with accurate and complete communication in writing with responsibilities including nursing assessment, diagnosis, intervention, nursing implementation and nursing evaluation.

Florence Nightingale in nursing is known as the pioneer of modern nurses, writers and statisticians. Florence. The process of documenting patient care has been carried out since the time of Florence Nightingale.

The planning format is prepared from time to time according to the needs for health services. Computerized nursing care documentation was only introduced at the end of the 20th century. The development of information and communication technology has influenced data and information management activities in the field of nursing and gave rise to a new term, namely nursing informatics. Nursing information systems are a combination of computer science, information science, and nursing science designed to help manage and process nursing data, information, and knowledge to support nursing practice and nursing care delivery (Handayani et al., 2023)

Information Technology on Performance in Nurses at the Inpatient Installation of RSUD Sekayu "

1.2 Problem Statement

The formulation of the problem in this study is:

- a. Is there any effect of Competency on Performance in Nurses at the Inpatient Installation of RSUD Sekayu?
- b. Is there any influence of Information Technology on Performance in Nurses at the Inpatient Installation of RSUD Sekayu?
- c. Does Competence and Information Technology jointly affect the Performance of Nurses in the Inpatient Installation of RSUD Sekayu?

1.3 Research Objectives

Based on the background and formulation of the problem that has been described, the purpose of this study is to obtain empirical evidence by analyzing and applying:

- a. The Effect of Competency on Performance in Nurses at the Inpatient Installation of RSUD Sekayu.
- b. The Effect of Information Technology on Performance in Nurses at the Inpatient Installation of RSUD Sekayu.
- c. The Effect of Competence and Information Technology Together on Performance in Nurses at the Inpatient Installation of RSUD Sekayu.

1.4 Research Benefits

The benefits of this study are as follows:

a. Theoretical Benefits

Theoretically, this research is expected to increase the author's knowledge and insight in the field of Human Resource Management by using Resource Based Theory regarding Competence and Information Technology and Performance in nurses at the Inpatient Installation of Sekayu Hospital.

b. Practical Benefits

For Sekayu Regional General Hospital, this research is the basis for policy implementation to see what dimensions of Competence and Information Technology have the most influence on Performance in Nurses in the Inpatient Installation of Sekayu Hospital that can improve performance.

METHOD

3.1 Research Design

This research is a quantitative research that aims to show the relationship between variables and test existing theories by analyzing. In this case, the author will analyze the influence of competence and information technology on performance in nurses at the Sekayu Hospital Inpatient Installation.

3.2 Research Scope

The scope of this research is in the field of Human Resource Management which is focused on performance. The organization used by the researcher is the Inpatient Installation of RSUD Sekayu. The sections studied are competence as the first independent variable, information technology as the second independent variable and performance as the dependent variable.

3.3 Data Types and Sources

3.3.1 Types of Research

The type of data needed in this study is quantitative data, which is data measured on a numerical scale (number) that can be calculated systematically. In this study, quantitative data was obtained from questionnaires distributed and filled out by respondents.

3.3.2 Data Sources

The source of data in this study is primary data, namely data obtained by distributing a list of statements which are then filled in by respondents, in this case all nurses on duty at the Inpatient Installation of Sekayu Hospital.

RESULTS AND DISCUSSION

Data collection in this study through the distribution of questionnaires. The time used to distribute the questionnaire until the questionnaire is collected is approximately 1 week from July 15, 2023 to July 22, 2023 and data are obtained with sample details as shown in table 4.1

Table 4.1 Research Samples

Room Name	Number (of people)	Percentage (%)
Tembesu/Petanang	16	12,3
Meranti	17	13,7
Cemara	15	11,5
Manggaris	16	12,3
Cendana	18	13,8
Jati	11	8,5
Kulim	12	9,2
Medang	16	12,3
Leban	9	6,4
Sum	130	100

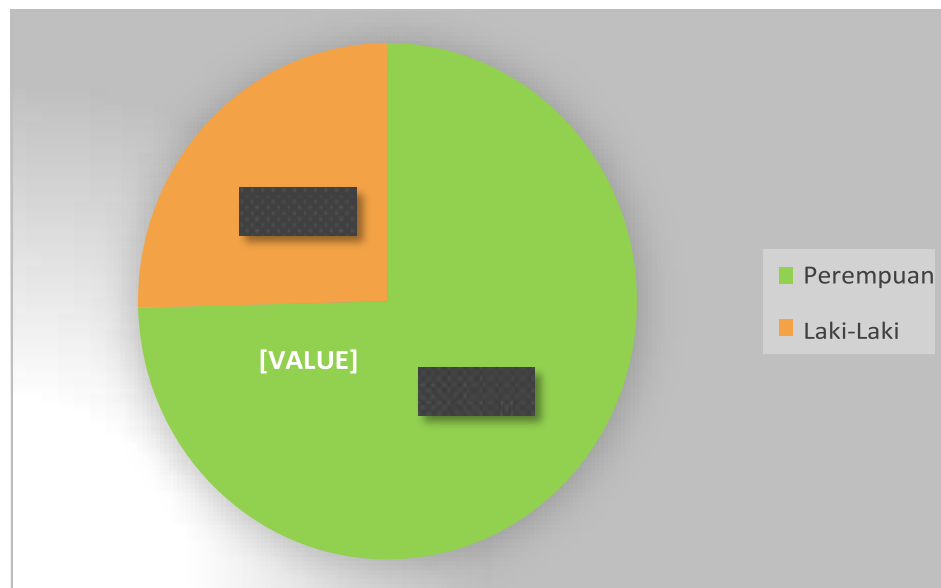
Source : Nursing Data, 2023

Based on the data above, respondents who answered the questionnaire were as many as 130 respondents according to the expected number. Therefore, the questionnaires processed are as many as 130 with a percentage rate of 100%.

4.3 Characteristics of respondents

4.3.1 Respondents by Gender

The results of the analysis of respondents' characteristics by gender are shown in the following diagram:



Based on Figure 4.2, it can be seen that respondents are divided into two categories, namely men and women. From the data of 130 respondents obtained based on gender, namely 107 respondents or as many as 74.6% were female and 33 respondents or 25.4% were male.

This shows that the majority of respondents consisting of nurses at the Inpatient Installation of RSUD Sekayu are more women than men because women are softer, more beautiful, and motherly. Some of the underlying reasons are not because women are more capable, competent with this job, but because women are more friendly, smooth in conversation. Another underlying reason is because women are more patient, conscientious, and use their feelings because this job prioritizes patience, thoroughness, requires patience and patience and good service for their patients. Women employees have a large enough role to help improve health services and are considered more capable in carrying out nursing duties (Li et al., 2021)

4.3.2 Respondents by age

The results of the analysis on the characteristics of respondents based on age are shown in figure

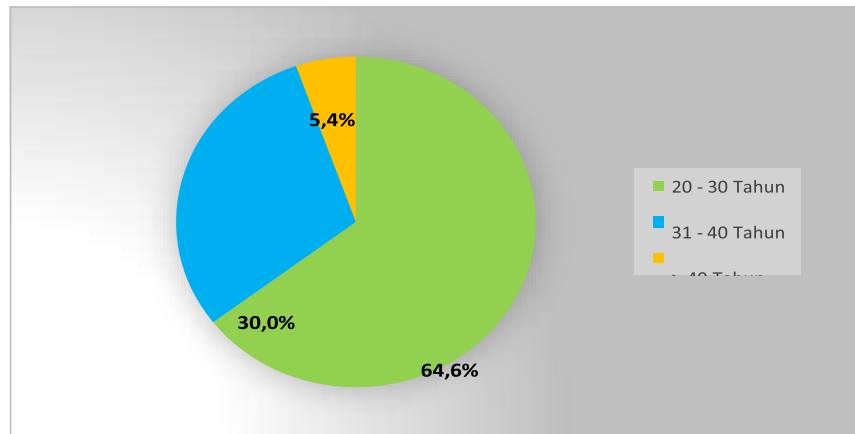


Figure 4.3 Respondents by Age Source: Research Questionnaire, 2023

Based on Figure 4.3, it is known that respondents consisting of Inpatient Installation Nurses at Sekayu Hospital aged 20-30 years were 84 people (64.6%), 39 people aged 31-40 years (30%), and the rest aged > 40 years 7 people (5.4%).

This shows that the majority of nurse respondents at the Inpatient Installation of RSUD Sekayu are aged 20-30 years which is the productive age of the workforce. The age for the workforce between 20 to 40 years is considered very productive compared to other workers because if the age is below 20 years the average individual still does not have patience, sufficient skill maturity. In addition, it is also still in the process of education, while at the age of over 40 years there begins to be a decline in physical abilities for individuals (Mandasari et al., 2022)

4.3.3 Respondents by Education

The results of the analysis of respondent characteristics based on education are shown in figure 4.4:

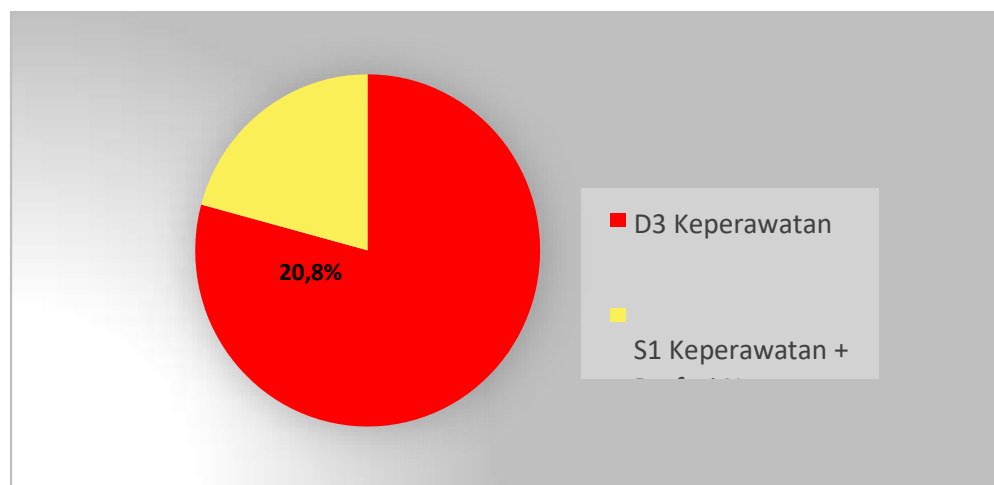


Figure 4.4 Respondents by Education Source: Research Questionnaire, 2023

Based on Figure 4.4, it is known that the nurse respondents at the Inpatient Installation of Sekayu Hospital were 103 people (79.2%) with D3 nursing education and 27 people (20.8%) with S1 Nursing + Nursing Professional education.

This shows that the majority of respondents are educated D3 Nursing. Education is the process of developing one's skills in the form of attitudes and behaviors that prevail in their society. The social process by which a person is influenced by a guided environment (especially in school), so as to achieve social skills and develop his personality. One of the development of humanitarian dimensions is carried out by the educational process. Furthermore, education also develops every dimension of humans (Goble & Brown, 2008).

Education itself is the influence of the environment on the individual to produce appropriate changes in his behavioral habits, thoughts and feelings (Carter et al., 2008). Education contains goals to be achieved, namely shaping the ability of individuals to develop themselves in accordance with their abilities so that they are useful for the benefit of their lives as an individual as well as citizens and society. The dimensions to measure education are the level of education and suitability of majors.

The level of education is an educational stage that is determined based on the level of development of students, goals to be achieved, and abilities developed, while the suitability of majors is seen during the process before employees are recruited by the organization, then the organization analyzes the suitability of the employee's education department so that later it can be placed in a position in accordance with the educational qualifications they have. Thus employees can provide good performance for the organization (Robbins, 2020). Education affects employee performance (Hadjri & Perizade, 2018).

4.3.4 Respondents by Length of Service

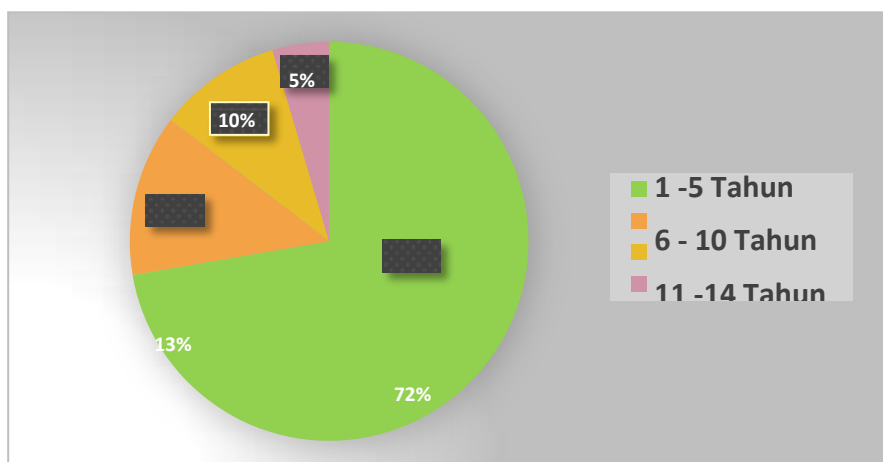


Figure 4.5 Respondents by Length of Service Source: Research Questionnaire, 2023

Based on Figure 4.5, it is known that respondents consisting of Inpatient Installation Nurses at Sekayu Hospital with a working period of 1-5 years as many as 94 people (72%), 6-10 years of work as many as 17 people (13%), 11-14 years of work as many as 13 people (10%) and > 14 years as many as 6 people (5%).

This shows that the majority of respondents are health workers who have a working period of 5-10 years. Working period is very important because it can affect work productivity. The

longer the working period, the more experienced a person is in carrying out his work. With a longer working period, a worker has more work experience who will certainly better understand what to do when facing a problem that arises. In addition, these workers will be faster at work and do not have to adapt to the tasks carried out because they already have experience, so that the organization / company will be easier to achieve goals because it is supported by workers who are experienced in their respective fields (Bili et al., 2018).

4.8.1 Hypothesis 1: The Effect of Competency on Performance

Test the hypothesis of the influence of X1 on Y, can be interpreted based on the probability test t-statistics Table 4.14, with $t_{count} 2.535 > t_{Table} 1.65694$ and sig. 0.012 is smaller than 0.05, which means that there is an influence between competency variables on nurse performance, so the results of hypothesis testing in this study state that competence has a positive effect on nurse performance. The results of the analysis show that Hypothesis 1 is accepted.

Good competence can support good performance. Empirically, competence has a positive and significant influence on performance (Girniawan et al., 2019). Training is the process of teaching the skills needed by employees in carrying out their work Through training someone will gain capabilities to assist employees in achieving organizational goals (Dameria & Ekawati, 2022). Then different educational backgrounds cause differences in competence (MANURUNG, 2023)). Education and Training together have a positive and significant effect on employee performance (Hadjri & Perizade, 2018). The competence and competence of nurses can be improved through education and training. This means that competence affects the performance of nurses in the Hospital Inpatient Installation

Several previous studies examining the relationship between competence to performance (Hadjri & Perizade, 2018) in their research stated that the development of nurse competence in addition to improving education can also be done through training. According to Zunaidah et al. (2022) that competence has a positive and significant effect on the performance of health workers at Muhammadiyah Palembang Hospital. This is supported by previous research conducted by (Girniawan et al., 2019) that competence has a significant influence on employee performance at the Ministry of Agrarian and Spatial Planning / BPN Palembang City Land Office. This research is supported by Ochoa Pacheco & Coello-Montecel (2023) that competence affects performance in achieving organizational goals.

However, the above research contradicts research which states that partial competence has no significant effect on employee performance at the Bina Husada Palembang College of Health Sciences (STIK) (Zubaidah, 2019). This is in line with research conducted by (Kenayathulla et al., 2019) which states that the competencies obtained are lower in terms of teamwork, information technology skills, ethics, technical and skills. (Yulianty et al., 2021) stated that employee competence consisting of intellectual competence, emotional competence and social competence has no influence on the performance of PT employees. Elfatih Global Indonesia.

4.8.2 Hypothesis 2: The Effect of Information Technology on Performance

Test the hypothesis of the effect of X2 on Y, can be interpreted based on the probability test t-statistic Table 4.14, with $t_{count} 4.159 > t_{Table} 1.65694$ and sig. 0.000 is less than 0.05, which means that information technology variables have a real effect on nurse performance variables. The results of hypothesis testing in this study that states information technology has a positive effect on nurse performance. The results of the analysis show that Hypothesis 2 is accepted.

The success of an organization to achieve its goals depends on one's skills in managing the company / organization. Information Technology has a significant influence on productivity, where information technology can streamline time, ease work that affects employee performance in increasing the quantity and quality of work produced (Narulita et al., 2022). For nurses in hospitals as a health service provider profession, this information technology can improve the quality of service quality, especially nursing services (Putra & Radita, 2020). The results of a recent study from Dell Technologies by Huling (2020) stated that working with technology and reliability will have a direct influence on employee productivity.

Previous research examining the relationship of information technology to performance includes: research that suggests that information technology through electronic nursing care documentation can improve patient safety in hospitals (Fitriyah & Wardani, 2022) This research is in line with previous research which stated that the importance of increasing utilization in information technology in the era of adaptation to new habits to improve performance in learning online (Ma et al., 2021). This is in line with research conducted by Andriana.I et al. (2021) that the use of technology with electronic-based marketing strategies can improve performance in the competitiveness of MSME owners in the city of Palembang.

However, the research mentioned above contradicts research conducted by Bharata (2023) that the use of information technology has no influence on the performance of State Civil Apparatus employees during the work from home period during the Covid-19 pandemic. This research is supported by (Yunita & Komsu, 2023). which states that the acceptance of technology does not have a significant positive effect on online loyalty

4.8.3 Hypothesis 3: The Effect of Competency and Information Technology on Performance

Competence and Information Technology simultaneously affect the performance of nurses in the Inpatient Installation of RSUD Sekayu. Based on the f test, a $F_{\text{calculate}}$ value of 50.142 > $F_{\text{table}} 3.07$ was obtained, to test the significance, a sig value (P value) = 0.000 < 0.05 was obtained. This shows that competence and information technology simultaneously affect nurse performance. The results of the analysis show that Hypothesis 3 is accepted.

The influence of competence and information technology on performance can simultaneously be an important factor in the success of an organization. Competency refers to the knowledge, skills, and abilities of individuals or teams in carrying out their duties, while information technology includes the use of tools, systems, and methods that enable higher work efficiency and productivity. As individual or team competence improves, their performance tends to improve as well. Good competence enables them to master tasks more effectively, make informed decisions, and overcome complex challenges. Thus, competency improvement has the potential to make a positive contribution to overall performance.

On the other hand, information technology can provide significant support in performance improvement. The use of sophisticated and appropriate information technology can improve operational efficiency, speed up work processes, and increase accuracy in decision making. Information technology can also facilitate better collaboration and communication between individuals or teams. With proper adoption of information technology, organizations can optimize their performance potential, (Wardani et al. 2022; Farla et al., 2021).

When competence and information technology work simultaneously, the interaction between the two can significantly improve organizational performance. Strong competencies can help individuals or teams better master technology, optimize its use, and overcome challenges

associated with information technology implementation. Conversely, advanced information technology can strengthen competencies by providing access to information, training, and tools necessary for competency development, (Zunaidah et al., 2019; Yulianty et al. 2021).

CONCLUSION

From the results of the research described in the previous chapter, there are several conclusions as follows:

1. There is a partial significant influence between Competence and Performance in nurses at the Inpatient Installation of RSUD Sekayu.
2. There is a significant influence between Information Technology and Performance in nurses at the Inpatient Installation of RSUD Sekayu.
3. Competence and Information Technology simultaneously affect the performance of nurses in the Inpatient Installation of RSUD Sekayu.

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