

Analysis of the Relationship between Culture of Initiative and Culture of Accuracy with Performance of Implementing Nurses at Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City

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Abstract

The purpose of this study is to analyze the relationship between culture of initiative and culture of accuracy with performance of implementing nurses at Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City. The type of research used is descriptive research with a quantitative approach. This research was conducted from March to July 2022 at Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City. The population in this study are nurses who are in the Inpatient Agencies of Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City is 116 people. The method of analysis in this study uses pearson correlation test. The results show that there is a significant relationship between culture of initiative and culture of accuracy with performance of implementing nurses at Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City.

Keywords

culture; initiative; accuracy; performance; nurses



I. Introduction

Hospitals are health institutions designed to improve the health status of the Indonesian population. This is stated in Law Number 47 of 2021 concerning Hospitals, the management of all health services in hospitals must be supported by an effective, efficient, and accountable organizational system. An effective, efficient, and accountable hospital is realized through improving the performance of its members consisting of directors, nursing and medical services and support, medical committees, internal audit divisions, management, and finance. Organization must have a goal to be achieved by the organizational members (Niati et al., 2021). The success of leadership is partly determined by the ability of leaders to develop their organizational culture. (Arif, 2019).

In 2020, the total number of nurses in Indonesia is 4,601,267 individuals or 31% of the total health workforce. This shows that nurses are the majority of health workers in Indonesia and frontline personnel who have direct contact with patients. Therefore, the performance of nurses is very important to ensure the quality of hospital health services. The performance of nurses needs to be optimized so that visiting patients get a good impression and feel safe about the ability of nurses to provide excellent care (Chandra, 2018).

Performance is the result of completing a task, regardless of whether it is physical or material and non-physical or non-material. Performance evaluation aims to identify, assess and manage the tasks performed by employees within an organization. Performance

appraisals must be carried out in order to identify the tasks performed by workers, this means investigating and explaining everything that is done during a certain grace period (Darmin, 2021).

The performance of implementing nurses is a series of nurse activities in providing nursing care services by using a series of nursing practices determined by nurses in the context of health services based on nursing standards based on the capacity and obligations of nurses, it will produce a good quality nursing service. Therefore, nurses are required to carry out systematic actions based on nursing practice that can be used as a parameter to assess nurse performance (Hilda and Arsyawina, 2018). By having good performance, it is hoped that health services will run according to expectations starting from the registration process until patients receive medical treatment from health workers. However, in reality it is still found the low performance of nurses so that it can hinder the process of health services.

Iqbal and Agritubella's research (2017) at the Pekan Baru Hospital Medical Center's Inpatient Unit showed that most of the nurses' performance was in the low performance category (71.4%). This means that the performance of the implementing nurses will have a negative impact on the quality of hospital services. According to other research results, the performance of nurses in Inpatient services at Martha Friska Brayan Hospital in the inpatient room is included in the category of performance that is still not good (51.8%), seen from the presence of nurses who think that failure is not an attempt to make changes and there are nurses who consider innovation when performing nursing services has not been a good aspect and it is not necessary to look at improving the quality of services in hospitals. In addition, this poor nurse performance can interfere with the performance of other nurses (Yanti et al., 2018).

Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City is a type B government hospital in Pematang Siantar which has a capacity of 200 beds and 12 inpatient wards which include the main class/VIP, Pavilion A (Class I), Pavilion B (Class II), Pavilion C (Class III), Midwifery Pavilion (Class I), Children's Pavilion, Women's Internist Room, Men's Internist Room, Pulmonary Treatment Room. In addition, there are Male Surgery Room I, Male Surgery Room II, Female Operating Room, Neonatal and ICU.

Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City has 116 nurses who are civil servant nurses, honorary nurses and BLUDs. The performance appraisal report is carried out monthly by filling out the employee logbook in the Hospital Information System (SIRS) program which is then validated by the direct supervisor. The nurse's performance assessment is carried out directly by involving the nurse concerned, direct supervisor, colleagues, and patients.

Based on data from the Regional General Hospital annual report, dr. Djasamen Saragih, Pematang Siantar City regarding the recap of the 2020 nurse performance assessment based on the indicators of the quality audit results of nursing staff at the Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City found that the average documentation of nursing care in the inpatient room was 79.51%. This value is less than the target made, which is 80%. For the nursing assessment stage the average achievement is 84.8%, but there are still 7 rooms that are below the 80% target. At the nursing diagnosis stage the average achievement was 86.1%, but there were still 6 rooms that were below the 80% target. At the planning stage of nursing care, the average achievement was 88.5%, but there were still 6 rooms that were below the 80% target. At the stage of nursing care, the average achievement is 63.22%, this figure is still very far below the 80% target where there are 8 rooms that are below the 80% target. At the

evaluation stage of nursing care, the average achievement was 69.05% where there were 7 rooms that were below the target of 80%. For the average value of the achievement of nursing care documentation as a whole there are still 6 rooms which are still below the target of 80%.

The initial survey conducted by researchers in February 2022 at the Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City on 30 nurses in the inpatient room showed that 21 (70%) nurses in carrying out their work did not always record the data studied according to the standard assessment guidelines, and as many as 9 (30%) always recorded the data reviewed according to the standard assessment guidelines. In addition, 16 (53%) nurses said they were unable to complete nursing care on time and 14 (47%) nurses said they completed nursing care tasks on time.

Based on data from the Regional General Hospital annual report, dr. Djasamen Saragih, Pematang Siantar City and the initial survey of researchers showed the low performance of the regional general hospital nurse dr. Djasamen Saragih, Pematang Siantar City. The performance of nurses is influenced by many things, one of which is organizational culture and the method of organization. Each has its own culture that can affect performance.

The purpose of this study is to analyze the relationship between culture of initiative and culture of accuracy with performance of implementing nurses at Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City.

II. Research Method

The type of research used is descriptive research with a quantitative approach. The main purpose of descriptive research is to provide an objective description or description of a condition of a phenomenon in the form of natural or human engineering (Octiva et al., 2018; Pandiangan, 2018). This research is quantitative research. Quantitative approach is a research approach that is used when researching a particular population or sample, collecting information through research instruments, processing quantitative and statistical data with the aim of proving the established hypothesis (Asyraini et al., 2022; Octiva, 2018; Pandiangan, 2015).

The place and time of the research is a series of general descriptions that explain the location of the data collection techniques in research (Jibril et al., 2022; Pandiangan et al., 2018; Pandiangan, 2022). This section itself is created as an explanation that the research was actually carried out. This research was conducted from March to July 2022 at Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City.

The population is the total number of subjects to be studied by a researcher (Octiva et al., 2021; Pandiangan et al., 2021; Pandia et al., 2018). For example, 1000 people are said to be a population because they are related in a study. Then another opinion says that literally the definition of population is all variables related to the topic of the study. The population in this study are nurses who are in the Inpatient Agencies of Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City is 116 people.

The method of analysis in this study use pearson correlation test. Pearson correlation test is a form of formula used to find the relationship between two variables, namely the independent variable and the dependent variable (Pandiangan et al., 2022; Tobing et al., 2018).

III. Result and Discussion

3.1 Pearson Correlation Test Results

Table 1. Pearson Correlation Test Results

Variable	Correlation Coefficient (r)	Value Significance (p)	Information
Initiative	0.318	0.001	Significance
Accuracy	0.205	0.027	Significance

The results show that there is a significant relationship between culture of initiative with performance of implementing nurses at Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City. The application of a culture of initiative to the implementing nurses at Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City was very good as many as 46 respondents (39.7%). Based on the results of the cross tabulation, it was found that the initiative culture was in the quite good category with the performance of the implementing nurses being quite good, which was 20 respondents (60.6%) meaning that if the implementation of the organizational culture of the initiative was good enough for the implementing nurses, it would produce quite good performance as well. The results of this study are also in line with research conducted by (Yasmeardi et al., 2019) on the effect of initiative on employee performance, the results of the study obtained an average score of 12.1 with the total initiative respondent's achievement of 75.32% being at 61%-80% or good criteria. This shows that the respondents rate favorably on the initiative. Employee performance variable is 7.73 with the total respondent's achievement is 77.25% which is at 61% -80% or good criteria. This shows that respondents rate well on employee performance. Based on the t-test analysis of the initiative variable, $t_{\text{count}} > t_{\text{table}}$ is $2.919 > 2.059$ with a significance result of $0.007 < 0.05$, meaning that there is a significant influence between initiative on employee performance. Initiative is a quick character trait, such as commenting before doing work or following orders. Individual initiative is demonstrated by the things they do themselves to be creative and find new ways to do tasks and keep the organization running smoothly. They also expend more energy and effort to get the job done (Wardhani et al., 2020). Initiative measures an individual's ability to see problems and opportunities and act to take advantage of opportunities or solve problems. Employees who take the initiative will quickly look at problems that arise and find solutions to existing problems immediately. Solutions will be implemented immediately so that problems can be resolved quickly (Yasmeardi et al., 2019). Employees are required to cultivate the initiative ability because this trait is not brought by the individual from birth and the strength of a person's initiative is not the same, depending on the level of development. Initiatives can make it easier for individuals to develop thinking patterns. Initiative is also a direct response of individuals without waiting for orders from superiors or organizations (Asih, 2017). Nurses who have a culture of initiative are responsible for orders from their superiors, there is a culture of freedom of opinion and a strong culture in completing the assigned tasks so that an increase in the behavior of implementing nurses in the workplace is obtained, including helping to achieve organizational goals by being responsible for working and being able to follow organizational changes and developments. In the perspective of the world of health, especially nursing, responsiveness is not limited to just doing a good job. In an emergency, a quick response, which is part of responsiveness, is needed. How can a nurse quickly and

deftly serve a patient who suddenly needs special services. So that the goal of the hospital organization to provide health services to patients can be realized perfectly. Nurses who have a good responsive culture will certainly have good performance.

There is a significant relationship between culture of accuracy with performance of implementing nurses at Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City. The application of a culture of thoroughness to implementing nurses at the Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City is good as many as 45 respondents (38.8%). The results of the cross tabulation of the majority of the culture of accuracy in the good category with the performance of the nurse implementing good were 21 respondents (47.7%), meaning that if the application of the organizational culture of good accuracy in the implementing nurse would produce good performance as well. Accuracy is the extent to which individuals are careful in their actions and behavior to achieve certain goals. There are two types of accuracy, namely flexible person (low level) and focused person (high level). The flexible person has an attitude that always assumes that he is not ready in all things. Flexible people prefer to resign from a job and always look confused in carrying out their work. While the focused person is an individual who thinks that they can do everything well. Individuals who are more conscientious are more focused on completing the given task. Accuracy is the attitude of achieving goals and the ability to control the impulses needed in social life. Employees who practice a culture of more conscientiousness are careful to take actions with full consideration in making decisions, are structured and prioritize the rules made by the organization and they complete work without procrastination (Wardhani et al., 2020). Employees who apply a culture of conscientiousness are employees who are productive and have high performance because they have strong directions and work hard to achieve goals. Employees who apply a culture of conscientiousness focus on details and goals, they prefer to be actively involved in management, can be trusted and do not shirk responsibility (Poniarsih, 2019). Implementing nurses who apply a culture of thoroughness can be seen by their discipline, responsibility and expertise. The results of this study have conformity with the culture of thoroughness, namely the regional general hospital nurse dr. Djasamen Saragih, Pematang Siantar City, who applies a culture of thoroughness, has special skills to complete work on time, is careful at work, rarely makes mistakes, is able to complete his work consistently, and sets and prioritizes work effectively and efficiently. The culture of thoroughness of nurses can be influenced by internal and external factors. Internal factors are the innate characteristics of nurses in the form of intelligence level, emotional level and personal experience. External factors that influence the behavior of nurses are the environment such as the influence of other people who are considered important and the organizational system.

IV. Conclusion

The results show that there is a significant relationship between culture of initiative and culture of accuracy with performance of implementing nurses at Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City.

Suggestions for this research are:

1. For Regional General Hospital dr. Djasamen Saragih, Pematang Siantar City

Organizational culture needs to be socialized more to the implementing nurses so that it is easy to implement and function optimally, so the management must create, maintain, strengthen organizational culture and introduce the implementing nurses through socialization.

2. For Educational Institutions

It is hoped that it can be an additional library reading to broaden students' horizons and knowledge.

3. For Further Researchers

It is hoped that future researchers can conduct further research with different variables such as leadership style, commitment, and working environment conditions so that they can complete the results of this research for the better.

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