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## Analysis of factors related to the performance of implementing nurses at Permata Bunda Medan Hospital

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### Abstract

This study aimed to determine the factors associated with the performance of implementing nurses. This type of research is quantitative research with a cross-sectional approach. The population in this study were the nurses who worked in the inpatient room of Permata Bunda Hospital in Medan. The sample is determined by total sampling which amounted to 140 people. Data collection was using a questionnaire. The analysis methods are univariate, bivariate, and multivariate and are presented in narrative and table form. The univariate analysis revealed key demographic trends among respondents, indicating a predominance of female participants with undergraduate bachelor's degrees, aged 21-30 years, and having an average work experience of 2-5 years. Additionally, factors such as good supervision, training, wage system, environment, and facilities were generally reported positively by the majority of respondents. Bivariate analysis demonstrated significant correlations with nurse performance between supervisory, training, wage system, environmental, and facility factors. The multivariate analysis identified facility factors as the dominant influencer on nurse performance, with an Exp (B) value of 8.357. The implication of this research is the need for improvement in supervision, training, payroll system, work environment, and facilities to support the performance of implementing nurses at Permata Bunda Medan Hospital.

**Keywords:** Analysis of factors, Performance Nurses, Hospital

### 1. Introduction

By Law Number 44 of 2009 concerning hospitals in Indonesia, hospitals are defined as health service institutions offering comprehensive individual health services, including inpatient, outpatient, and emergency (Ministry of Health of the Republic of Indonesia, 2004). It is crucial for hospitals, as healthcare centers, to deliver high-quality services to patients. Enhancing the quality of hospital services, particularly in nursing, is recognized as a strategy to improve nurse performance (Manuho et al., 2015).

The provision of health services within hospitals involves a multidisciplinary team, with nurses serving as the frontline in delivering continuous care. Known as "The Caring Profession," nurses play a pivotal role in ensuring the delivery of 24/7 quality health services, distinguishing them from other service providers. Therefore, hospitals require well-performing nurses to support overall hospital performance and achieve customer or patient satisfaction (Manurung, 2016).

In the current era of globalization, the emphasis on service performance is paramount. Hospitals are expected to offer comprehensive and high-quality services to satisfy patients as customers. A critical strategic aspect in hospital development and competition is improving service performance through providing quality services. Nursing services constitute an integral component of health service performance. As primary service providers, nurses significantly influence the hospital's image as the community evaluates the quality of nursing health services received during their hospital stay. In essence, the quality of nursing care emerges as a critical factor shaping the hospital's image in the eyes of the community (Susaldi et al., 2018).

Performance, defined as the level of achievement in implementing activities, programs, or policies aligned with the organization's goals, objectives, mission, and vision, serves as a crucial indicator in the organizational planning strategy (Susaldi et al., 2018; Galib & Hidayat,

2018). Performance in nursing organizations is realized through the provision of effective and efficient nursing care based on predetermined standards (Muslim & Sutinah, 2020).

The performance of the implementing nurse can be influenced by several factors, namely high workload, job satisfaction, motivation, work environment, and others. According to research on workload, Pitoya had researched at Dr. Syaiful Anwar Hospital, Malang, East Java in 2010. Measurement of nurse workload by time motion method with self-assessment. The results of the study found that 70% of nurses have a heavy workload. Nurses who have a high workload have less time to provide health education to patients (Andri, 2022).

The implementation of nursing care is the responsibility of nursing personnel. The general task of nurses is to provide nursing care services to patients consisting of conducting studies, establishing nursing diagnoses, nursing planning, nursing implementation, evaluation, and documenting nursing care on patient medical record files. In addition, nursing services are a form of professional services that are an integral part of health services based on nursing science and tips in the form of comprehensive biological, psychological, sociological, and spiritual services addressed to individuals, families, and communities both in health and illness that cover the entire process of human life (Kep et al., 2020).

Good nurse performance is a bridge in answering the guarantee of the quality of health services provided to patients, both sick and healthy. Given that nurses are the most health workers and have the longest contact with patients, nurses' performance must continue to be improved to achieve good service quality and patient satisfaction. The main key to improving the quality of health services is nurses who have high performance. Work behavior (performance) produced by nurses cannot be separated from the factors that influence it. Problems regarding performance are problems that will always be faced by company management, including hospitals. Therefore, management needs to know the factors that affect nurse performance to take various policies needed to improve nurses' performance (Hermawati et al., 2022).

The existing phenomenon shows that there are still many client complaints about unsatisfactory service quality. A study conducted by the Directorate of Nursing Services of the Ministry of Health of the Republic of Indonesia (2001) in research Purwanti et al. (2017) found that 72.6% of clients felt the quality of nursing services was still not good. In addition, the results of research by Basalamah et al. (2021) show that most implementing nurses have poor performance (50.5%) indicating that the nursing services provided by nurses to patients are still far from expectations.

Based on a preliminary study conducted by the author in 2018, an average Bed Occupation Rate (BOR) data of 54.15% (ideally 60%-80%, according to the health office), the number of inpatients served on average every month is 203 people (RSUD Permata Bunda Medan, 2018). The data shows that hospital capacity is always fully utilized by the community to get health services, the data also shows that the workload of nurses is very heavy in providing optimal services to the community so it is necessary to improve nurse performance.

According to Puspitasari (2019) three factors affect a person's performance, namely (1) Individual factors consist of abilities and skills, background, and socio-demographics. Ability and skill variables are factors that influence individual behavior and performance, demographic variables have an indirect effect on individual behavior and performance, and (2) psychological factors consist of perception, attitude, personality, and motivation. These variables are largely influenced by family, social level, previous work experience, and demographic variables, and (3) organizational factors have an indirect effect on individual behavior and performance consisting of resources, leadership, rewards, structure, and job design

Based on the above, researchers are interested in analyzing factors related to the performance of implementing nurses at Permata Bunda Medan Hospital. This study aims to

analyze factors related to the performance of implementing nurses at Permata Bunda Medan Hospital, with special objectives including analysis of the relationship between supervision, training, wage systems, facilities and equipment, and the environment to nurse performance. In addition, this study also aims to identify the dominant factors related to the performance of implementing nurses. The benefits of this research include providing input and information for the Head of Nursing in human resource development, providing additional information for the development of nursing science for nursing education institutions, and providing additional material for future research that focuses on the performance of implementing nurses.

## 2. Methods

This study employs a quantitative approach utilizing a descriptive correlation method and a cross-sectional design to examine factors associated with the performance of implementing nurses at Permata Bunda Medan Hospital. The research was conducted at Permata Bunda Hospital Medan from April to August 2019. The study population comprised all implementing nurses working in inpatient, poly, and structural rooms with a minimum of 1 year of service, totaling 284 individuals. Total sampling was used as the sampling method, with a total of 140 respondents selected. Data were collected through primary sources, including questionnaire sheets, and secondary sources, such as nursing staffing data. Validity and reliability tests were employed to ensure questionnaire reliability. The study's variables encompass factors influencing the performance of implementing nurses, with predefined operational definitions and measuring scales. Data processing involved editing, coding, data entry, cleaning, and storage. Univariate analysis was applied for frequency distribution, bivariate analysis utilized the Chi-Square test, and multivariate analysis aimed to identify the factor with the closest relationship as the independent variable to the dependent variable.

## 3. Results and Discussion

### Characteristics Respondent

Respondents in this study amounted to 140 people, according to the research plan. The identity of respondents in this study includes gender, age, education, and length of work. Table 1.

*Frequency and Percentage Distribution of Implementing Nurse Characteristics at Permata Bunda Medan Hospital (n=140)*

No	Respondent Identity	n	Percentage
1.	Gender		
	Man	11	7.9
	Woman	129	92.1
2.	Age		
	21- 30 Years	72	51.4
	31- 40 Years	61	43.6
	41- 50 Years	7	5.0
3.	Education		
	SPK	9	6.4
	D3 Nursing	114	81.4
	S1 Nursing	17	12.1
4.	Length of Work		
	2- 5 Years	84	60.0
	6- 10 Years	37	26.4
	11- 20 Years	19	13.6
	Total	140	100

The results showed that almost all female respondents were 129 people (92.1%), 72 people aged 21-30 years (51.4%), and 7 people aged 41-50 years (5.00%). The majority of respondents' education levels, namely DIII Nursing, were 114 people (81.4%). The length of work of respondents was 2-5 years for as many as 84 people (60.0%) and 11-20 years for as many as 19 people (13.6%).

### Supervision Factors

Table 2.

*Frequency Distribution of Respondents Based on Supervision Factors at Permata Bunda Hospital Medan*

Supervision Category	N	%
Good	120	85.7
Not Good	20	14.3
Sum	140	100

The results of the measurement of supervision factors were then categorized and found that as many as 120 people (85.7%) and 20 people were incapable (14.3%).

### Training Factors

Table 3.

*Frequency Distribution of Respondents Based on Training Factors at Permata Bunda Hospital Medan*

Training Category	N	%
Good	102	72.9
Not Good	38	27.1
Sum	140	100

The results of the measurement of training factors were then categorized and found that the capable category was 102 people (72.9%) and 38 people were incapable (27.1%).

### Wage System Factors

Table 4.

*Frequency Distribution of Respondents Based on Wage System Factors at Permata Bunda Hospital Medan*

Categories Wage System	N	%
Good	137	97.9
Not Good	3	2.1
Sum	140	100

The results of measuring wage system factors were then categorized and found that the categories of able as many as 137 people (97.9%) and incapable as many as 3 people (2.1%).

### Environmental Factors

Table 5.

*Frequency Distribution of Respondents Based on Environmental Factors at Permata Bunda Medan Hospital*

Environment Category	N	%
Good	124	88.6
Not Good	16	11.4
Sum	140	100.0

The results of measuring environmental factors were then categorized and found that the capable category was 124 people (88.6%) and incapable as many as 16 people (11.4%).

## Facility Factors

Table 6.

*Frequency Distribution of Respondents Based on Facility Factors at Permata Bunda Medan Hospital*

Facility Category	N	%
Good	131	93.6
Not Good	9	6.4
Sum	140	100.0

The results of measuring the facility factor were then categorized and found that the capable category was 131 people (93.6%) and 9 people were incapable (6.4%).

## Performance Factors of Implementing Nurses

Table 7.

*Frequency Distribution of Respondents Based on Performance Factors of Implementing Nurses at Permata Bunda Hospital Medan*

Performance Categories	N	%
Good	130	92.9
Not Good	10	7.1
Sum	140	100.0

The results of measuring the performance factors of implementing nurses were then categorized and found that the categories were capable of as many as 130 people (92.9%) and incapable of as many as 10 people (7.1%).

The results of this study showed that female respondents were almost entirely 92.1% and male respondents as much as 7.9%. Gender is a characteristic of nurses based on differences between men and women. Iqbal & Agritubella (2017) states there are no consistent differences between women and men in problem-solving ability, analytical skills, competitive drive, motivation, social ability, and learning ability. Nugraha & Januarti (2015), also stated that the ability to do a job is more influenced by factors of knowledge, experience, potential, and responsibility given compared to the influence of gender.

From the results of the study, researchers argue that female and male nurses have the same responsibility in providing quality nursing services. There is no difference in treatment or difference in workload between women and men. So that it can be analyzed, female nurses on average have better performance scores than male nurses. This fact can be seen, rooms that have relatively many male nurses have a lower average performance score than rooms that have more female nurses. The results of this study are in line with the opinion Wahyuddin & Yaman, (2023), that women's attitudes are more varied than men's, women emphasize more work conditions, hours ease of work, supervision, and social aspects of work whereas men emphasize more on wages, more advanced opportunities, company policies and management and interest in tasks. Age is an individual aspect inherent in every worker and is related to aspects of one's performance. Susilawati & Damayanti (2020), increasing age affects a person's ability to make decisions, causing someone to be wiser and have tolerance for the opinions of others.

The results of this study showed that respondents aged 21-30 years as much as 51.4%, those aged 31-40 years as much as 43.6%, and those aged 41-50 years as much as 5.00%. In this study, it was found that the average nurse included productive age, which is 29-35 years. Older can affect performance levels. The age of employees is one of the factors that affect employee performance. (Fadilla & Syamsir, 2019), argue that an individual's age can affect physical, and mental condition, workability, and responsibility, and tend to absenteeism. Conversely, older employees have less physical condition but work tenaciously, and have greater responsibility.

The results showed that the characteristics of a nurse based on age can affect performance in nursing practice, where the productive age of a nurse will be more receptive to a job and more responsible and experienced. Increasing age will also increase the wisdom of a person's ability to make decisions, think rationally, control emotions, and tolerate the views of others, thus affecting the improvement of his performance. This can explain why the number of productive age of implementing nurses at Permata Bunda Medan Hospital is the majority. According to researchers, the number of productive age that exists can be a good enough basic capital for hospitals to improve the quality of services provided, especially in terms of fulfilling patient rights through efforts to improve nurse performance. Performance development at a productive age is very appropriate because a productive age is a phase where a person tries to develop his identity through work or activities he does.

The results of this study found that most of the education levels of DIII Nursing respondents were 81.4%, S1 Nursing as much as 12.1%, and SPK as much as 6.4% (Man, 2020), states that education is a picture of individual abilities and skills and is a factor that affects performance. According to Gillies (1994), highly educated nurses have better employability.

The level of education affects the quality of nursing services. The higher the level of education, the higher the ability to carry out work. Higher education will improve the intellectual, interpersonal, and technical skills needed by a nurse in carrying out her duties. When related to the performance of the implementing nurse, the higher the education improvement, the higher the ability of a person, the higher the challenge and ambition for growth and responsibility that will be the source of performance improvement itself. Kusmayadi (2017) suggests that the higher the education, the more self-actualization will increase to pursue higher life needs. People who have reached that stage will realize better service and will have better performance as well.

From the results of the study, researchers argue that one of the factors that can increase the productivity or performance of nurses is the formal education of nurses. Education provides knowledge not only directly with the implementation of tasks but also a foundation for self-development and the ability to utilize all the means around us for smooth tasks. Highly educated nursing personnel will be better motivated because they already have broader knowledge and insight compared to nurses who are poorly educated.

The results of this study found that the average nurse service life of 2-5 years was 60.0%, 6-10 years was 26.4% and 11-20 years was 13.6%. The longer a person works, the more skilled and more experienced in carrying out work, thus the length of work expressed as work experience, seems to be the basis for a good estimate of employee productivity (Hidayah, 2018). According to Mogopa et al. (2017) the more work period a nurse has, the more experience the nurse has in providing nursing care under applicable standards or fixed procedures.

From the results of the research obtained, the researcher believes that experience working in similar jobs needs to be considered in labor placement. The reality shows that the longer the workforce works, the more experience the workforce has. Conversely, the shorter the service life, the less experience gained. Work experience provides a lot of expertise and job skills. Conversely, limited work experience results in a lower level of expertise and skills. Work experience is a person's main capital to enter a particular field.

Amin (2018) states that nurses who work longer tend to have high expectations for their careers. If these expectations are met then increased tenure can improve performance. If expectations are not met then it tends to decrease the work performance of nurses. Employment programs and policies, especially the unclear arrangement of nurses' career paths at Permata Bunda Medan Hospital seem to be the main cause of uncertainty in nurses' career expectations and reward systems, thus affecting nurses' performance. Therefore, length of service is one of

the factors that must be considered if Permata Bunda Medan Hospital will implement a nurse career path system and provide nurse functional benefits. The longer you work the more recognition and rewards receive so job satisfaction increases.

### The Relationship of Supervision Factors with the Performance of the Implementing Nurse

The relationship between supervision factors and the performance of implementing nurses can be seen in Table 8 as follows.

Table 8

*Respondents' Relationship Based on Supervision Factors with the Performance of Implementing Nurses at Permata Bunda Medan Hospital (n=140)*

Supervision	Performance of the Implementing Nurse						P- Value
	Good		Bad		Total		
	n	%	n	%	n	%	
Good	98	81.7	22	18.3	120	100.0	0.037
Not Good	20	100.0	0	0.0	20	100.0	
Sum	118	84.3	22	15.7	140	100.0	

In Table 8, it can be seen that good nurse performance is more commonly found in nurses who can supervise 81.7% and vice versa the performance of nurses who are not good can supervise by 18.3%. Based on the table, it is known that the value of  $P = 0.037 < \alpha = 0.05$  so it can be concluded that there is a significant relationship between supervision factors and the performance of implementing nurses. This shows that supervision can affect the performance of the implementing nurse at Permata Bunda Medan Hospital.

### Relationship of Training Factors with the Performance of Implementing Nurses

The relationship between training factors and the performance of implementing nurses can be seen in Table 9 as follows:

Table 9

*Respondents' Relationship Based on Training Factors with Performance of Implementing Nurses at Permata Bunda Medan Hospital (n=140)*

Training	Performance of the Implementing Nurse						P- Value
	Good		Bad		Total		
	n	%	n	%	n	%	
Good	82	80.4	20	19.6	102	100.0	0,038
Not Good	36	94.7	2	5.3	38	100.0	
Sum	118	84.3	22	15.7	140	100.0	

In Table 9 it can be seen that good nurse performance is more commonly found in nurses who can be given training by 80.4% and vice versa the performance of nurses who are not good can be given training by 19.6%. Based on the Table, it is known that the value of  $P = 0.038 < \alpha = 0.05$  so it can be concluded that there is a significant relationship between training factors and the performance of implementing nurses. This shows that training can affect the performance of implementing nurses at Permata Bunda Medan Hospital.

### Relationship of Wage System Factors with Implementing Nurse Performance

To see the relationship between wage system factors and the performance of implementing nurses, see Table 10 as follows.



Table 10

*Respondents' Relationship Based on Wage System Factors with the Performance of Implementing Nurses at Permata Bunda Medan Hospital (n=140)*

Wage System	Performance of the Implementing Nurse						P- Value
	Good		Bad		Total		
	n	%	n	%	n	%	
Good	125	91,2	12	8.8	137	100,0	0,000
Not Good	0	0.0	3	100.0	3	100,0	
Sum	125	89.3	15	10.7	140	100,0	

In Table 10, it can be seen that the wage system factor can make nurses' performance good more found at 91.2%. Based on the Table, it is known that the value of  $P = 0.000 < \alpha = 0.002$  so it can be concluded that there is a significant relationship between wage system factors and the performance of implementing nurses. This shows that Permata Bunda Medan Hospital can provide a wage system that can affect the performance of implementing nurses.

#### **Relationship of Environmental Factors with the Performance of Implementing Nurses**

The relationship between environmental factors and the performance of implementing nurses, can be seen in Table 11 as follows.

Table 11

*Respondents' Relationship Based on Environmental Factors with the Performance of Implementing Nurses at Permata Bunda Medan Hospital (n=140)*

Milieu	Performance of the Implementing Nurse						P- Value
	Good		Bad		Total		
	N	%	n	%	n	%	
Good	109	87.9	15	12.5	124	100.0	0.001
Not Good	9	56.2	7	43.8	16	100.0	
Sum	118	84.3	22	15.7	140	100.0	

In Table 11, it can be seen that environmental factors can make nurse performance good more found by 87.9%. Based on the table, it is known that the value of  $P = 0.001 < \alpha = 0.05$  so it can be concluded that there is a significant relationship between environmental factors and the performance of implementing nurses. This shows that Permata Bunda Medan Hospital can provide an environment that can affect the performance of implementing nurses.

#### **Relationship of Facility Factors with Performance of Implementing Nurses**

The relationship between facility factors and the performance of implementing nurses can be seen in Table 12 as follows.

Table 12.

*Respondents' Relationship Based on Facility Factors with the Performance of Implementing Nurses at Permata Bunda Medan Hospital (n=140)*

Facilities	Performance of the Implementing Nurse						P- Value
	Good		Bad		Total		
	N	%	n	%	n	%	
Good	114	87.0	17	13.0	131	100.0	0.010
Not Good	4	44.4	5	55.6	9	100.0	
Sum	118	84.3	22	15.7	140	100.0	

In Table 12 it can be seen that environmental factors can make good nurse performance more found by 87.0%. Based on the table, it is known that the value of  $P = 0.010 < \alpha = 0.05$  so it can be concluded that there is a significant relationship between facility factors and the performance

of implementing nurses. This shows that Permata Bunda Medan Hospital can provide facilities that can affect the performance of implementing nurses.

### **The Relationship of Supervision Factors with the Performance of the Implementing Nurse**

In the results of the study in Table 8, it can be seen that nurse performance is more commonly found in nurses who are well supervised by 81.7%. Based on the table, it is known that the value of  $P = 0.037 < \alpha = 0.05$  so it can be concluded that there is a significant relationship between supervision factors and the performance of implementing nurses. This shows that good supervision can affect the performance of the implementing nurse at Permata Bunda Medan Hospital.

Leadership is a basic element in nursing practice because most nursing practice is in group work. Leadership quality is a very important issue because it can influence the integration of nursing services in various nursing service settings and ensure the quality of nursing practice provided to patients (Pratiwi, 2017). The quality of nursing leadership in magnet hospitals is characterized by transformational leadership, having a strong vision, mission, and nursing values, developing strategic plans, strategizing priorities, and having effective leadership to influence other leaders and involve all employees (Djati, 2023).

The purpose of supervision is to conduct work orientation, train work, lead, give direction, and develop personnel capabilities. Its function is to regulate and organize the process or mechanism for implementing dissertation policies and work standards.

From the results of this study, the researcher believes that the better the implementation of supervision carried out by the head of the room, the better the performance of the implementing nurse in documenting nursing care. The optimal implementation of supervision actions carried out by the head of the inpatient room at Permata Bunda Medan Hospital can be seen in the perception of the implementing nurse who perceives that the head of the room can carry out the implementation of supervision. Supervision carried out by nurses with a good understanding will allow them to find various obstacles in the implementation of nursing care in the room by trying to find a way to solve them together with the nursing staff of the room.

The results of this study are in line with research Langingi (2013) where there is a meaningful relationship between the supervisory role of the head of the room and the performance of nurses in the RSI Jakarta shutter room. Another researcher Zulkarnain (2019) has a significant influence on the role of supervisors as assessors in supervision on improving the performance of implementing nurses after including confounding factors. Also, the opinion Ginting & Manurung (2017) that to ensure that patient care is of high quality, the head of the room must plan and direct staff to carry out nursing duties related to nursing care policies and standards according to the abilities and limitations of the duties of the implementing nurse.

### **Relationship of Training Factors with the Performance of Implementing Nurses**

In the results of the study in Table 9, it can be seen that good nurse performance is more commonly found in nurses who are given good training by 80.4%. Based on the table, it is known that the value of  $P = 0.038 < \alpha = 0.05$  so it can be concluded that there is a significant relationship between training factors and the performance of implementing nurses. This shows that good training can affect the performance of implementing nurses at Permata Bunda Medan Hospital.

From the results of this study, researchers can see that nurses are aware of the importance of knowledge to support nurse performance but not all nurses have the opportunity. As a professional practitioner, a nurse needs to always improve herself both formally and informally. The purpose of self-development is to ensure that the services provided to patients meet the professional requirements and criteria, namely acquiring and increasing knowledge, achieving

competence with theoretical foundations, and reducing specifically the skills and competencies that are the limits of their expertise.

Education provides knowledge not only directly with the implementation of tasks but also a foundation for self-development and the ability to utilize all the means around us for smooth tasks. The higher the education, the higher the work productivity (Putri, 2016). Education and training are part of human capital investment. The longer a person's time spent on education and training, the higher his ability or competence to do work, and thus the higher his performance (Rohida, 2018).

Ani et al.(2021) emphasized that hospitals must be serious about developing lifelong learning programs, role development, and nursing career advancement. Therefore, the hospital provides orientation programs, in-service education, continuing education, formal education, and nursing career development. The growth and development of each nurse and her professional life should be valued and assessed. The hospital also provides opportunities for nurses to improve clinical competence.

### **Relationship of Wage System Factors with Implementing Nurse Performance**

In the results of the study in Table 10, it can be seen that good nurse performance is more commonly found in nurses who are given a good wage system of 91.2%. Based on the table, it is known that the value of  $P = 0.000 < \alpha = 0.05$  so it can be concluded that there is a significant relationship between wage system factors and the performance of implementing nurses. This shows that a good wage system can affect the performance of implementing nurses at Permata Bunda Medan Hospital.

The performance of a nurse can be seen from the quality of nursing care provided to patients, where what is used as a reference in assessing the quality of nursing services is to use of nursing practice standards. Nurses have the most and longest contact with patients, so nurse performance must always be improved in providing nursing care. Several factors can cause a decrease in nurse performance in providing nursing care including the lack of incentives received (Nisa et al., 2020).

The results of this study are in line with research Rum (2019) which states that there is a significant relationship between the reward and motivation of nurses' work and pay is the most important and influential variable. Rewards or compensation given to nurses under the ability/income of the hospital is regulated regularly so that a small number of nurses feel satisfied enough to receive the rewards that have been arranged by the hospital management and carry out their duties and functions under their abilities.

Based on the results of the study, researchers argue that the importance of fairness in terms of providing incentives will greatly affect the performance of nurses in carrying out nursing care, it is desirable that there will be documentation of services and this is taken into consideration for providing incentives under what is done. This means that every nursing care carried out has a reward given.

### **Relationship of Environmental Factors with the Performance of Implementing Nurses**

In Table 11 it can be seen that good nurse performance is more commonly found in nurses with a good environment by 87.9%. Based on the table, it is known that the value of  $P = 0.001 < \alpha = 0.05$  so it can be concluded that there is a significant relationship between environmental factors and the performance of the implementing nurse. This shows that a good environment can affect the performance of the implementing nurse at Permata Bunda Medan Hospital.

The work environment is one of the causes of success in carrying out a job, but it can also cause a failure in the implementation of a job because of its influence in carrying out the tasks charged especially the physical work environment. The incompatibility of the work environment results in the non-obtaining of an efficient work system design (Manik & Syafrina, 2018).

The environment can help the nurse's performance because it creates a tremendous level of work motivation for the nurse to give her best ability in taking advantage of the opportunities provided by her environment. Shared values make nurses feel comfortable working, have commitment and loyalty, and make nurses try harder, improve nurses' performance and job satisfaction, and maintain a competitive advantage. With the creation of a work environment, communication relationships become more conducive and most importantly the creation of an ethos and individual performance that encourages better goal achievement.

### **Relationship of Facility Factors with Performance of Implementing Nurses**

In Table 12 it can be seen that good nurse performance is more commonly found in nurses with good facilities by 87.0%. Based on the table, it is known that the value of  $P = 0.010 < \alpha = 0.05$  so it can be concluded that there is a significant relationship between facility factors and the performance of implementing nurses. This shows that good facilities can affect the performance of implementing nurses at Permata Bunda Medan Hospital.

A facility is a tool or place used to organize health service efforts, both promotive, preventive, curative, and rehabilitative. Facilities are a form of company service to employees to support performance in meeting employee needs, and to increase employee work productivity. Obstacles that are often found in hospital institutions are inadequate work facilities which result in nurse performance also decreasing (Laia, 2020). The unavailability of adequate facilities causes unwanted things and hinders nurses from carrying out their duties, resulting in poor performance. Work facilities are facilities and infrastructure to help nurses complete their work and make nurses work more productively so that nurses in carrying out nursing actions are not constrained.

Based on the results of the study, it was found that the work facilities at Permata Bunda Medan Hospital were optimal. It can be seen that the better or worse the facilities provided can affect consumer satisfaction. Good or bad facilities provided by Permata Bunda Medan Hospital are more or more often felt by patient waiters or patients' families compared to the patients themselves. The facilities at Permata Bunda Medan Hospital are also adequate or able to meet the needs of patients.

### **Analyzes Multivariate**

Multivariate analysis in this study uses multiple logistic tests, which is one of the statistical model approaches to analyze the influence of several independent variables on dependent variables that are dichotomous or binary. The variables that are candidates in the regression test are variables that have a p-value of  $< 0.25$  on the bivariate test. The variables that become candidates are supervision factors, training factors, wage system factors, environmental factors, and facility factors. The results of the bivariate test can be seen from Table 13.

Table 13

*Recapitulation of Bivariate Test Results Factors Related to the Performance of Implementing Nurses at Permata Bunda Hospital Medan*

No	Variable	P-Value	Information
1.	Supervision Factors	0.008	Candidate
2.	Training Factors	0.007	Candidate
3.	Wage System Factors	0.000	Candidate
4.	Environmental Factors	0.000	Candidate
5.	Facility Factors	0.000	Candidate

The results of bivariate statistical tests show that supervision factors, training factors, wage system factors, environmental factors, and facility factors have a p-value of  $< 0.25$ , so

they are included in the model. The variables selected in the final logistic regression model with the enter method as tested in Table 14.

Table 14

*Final Results of Multiple Logistics Test*

Variable	B	S. E	Forest	Df	Say.	Exp (B)	95% CI	
							Upper	Lower
Supervision Factors	1.611	0.817	3.894	1	0.048	5.010	1.011	24.822
Training Factors	0.287	0.769	0.140	1	0.709	1.333	0.295	6.018
Wage System Factors	-18.809	22014.9	0,000	1	0.999	0.000	0.000	.0000
Environmental Factors	1.247	0.872	2.045	1	0.153	3.481	0.630	19.232
Facility Factors	2.123	0.881	5.812	1	0.016	8.357	1.487	46.955

Based on the results of logistic regression analysis, the supervision factor variable obtained an Exp (B) value of 5.010, indicating that the supervision factor can have the opportunity to produce 5 times better nurse performance. The training factor obtained an Exp (B) value of 1.333, indicating that the training factor was able to produce 1.3 times better nurse performance. The wage system factor obtained an Exp (B) value of 0.000, indicating that the wage system factor can have the opportunity to produce 0 times better nurse performance. Environmental factors obtained an Exp (B) value of 3.481, indicating that environmental factors can have the opportunity to produce nurse performance 3.4 times better. The facility factor obtained an Exp (B) value of 8.357, indicating that the facility factor can have the opportunity to produce nurse performance 8.35 times better.

The variable that has a dominant influence on the performance of the implementing nurse is the facility factor variable with an Exp (B) value of 8.357. It can be concluded that the most dominant factor affecting the performance of the implementing nurse at Permata Bunda Medan Hospital is the facility factor.

**Dominant Factors Influencing Nurse Performance**

The results of the study using logistic regression tests found one variable, namely the facility factor that influences nurse performance. This shows that good facilities can have the opportunity to produce 8.35 times better nurse performance. This means that the facility factor has a great chance of influencing it when it is carried out along with other variables that also affect the performance of the implementing nurse.

Based on the results of the study, it was found that the work facilities at Permata Bunda Medan Hospital were quite optimal. The actions taken by the implementing nurse are under nursing procedures. Researchers argue that work facilities have a lot to do with nurses' performance in implementing good and optimal services. The willingness of facilities greatly affects one's performance, because facilities support smooth running, such as work equipment and equipment, as well as work safety guarantees. To improve the performance/productivity of nurses' work.

In running a company, facilities are needed to support the course of all activities or activities to be carried out and also everything that makes it easier for consumers to use the company's services, so all existing facilities, namely the condition, completeness, and cleanliness of facilities need to be considered. Facilities in service companies must always be considered, especially those that are very closely related to what is felt by consumers. The existing facilities will be the basis for consumer assessment after using the service. Perceptions

obtained from customer interaction with facilities affect the quality of service in the eyes of customers (Amelia & Safitri, 2021).

This is not in line with research Azzahrah & Yamini (2023), on the effect of service quality and hospital facilities on patient satisfaction which says that facilities do not have a significant effect on consumer satisfaction. So, it can be concluded that the better or worse the facilities provided cannot affect consumer satisfaction. Good or bad facilities provided by Karitas Hospital are more or more often felt by patient waiters or patients' families compared to the patients themselves. The existing facilities at Karitas Hospital are also inadequate or unable to meet the needs of patients. This can be a cause of consumer dissatisfaction with the facilities provided because the worse the existing facilities, the lower consumer satisfaction will be.

#### 4. Conclusion

The results of research on factors related to the performance of implementing nurses at Permata Bunda Medan Hospital revealed several significant findings. First, good supervision has a significant relationship with the performance of the implementing nurse, suggesting that effective guidance, direction, and evaluation on the part of the head of the room can positively affect nurse performance. Second, good training has also been shown to have a significant correlation with the performance of implementing nurses, indicating that increased knowledge and skills through training can improve their performance. Furthermore, a good wage system, a conducive environment, and adequate facilities are also significantly associated with the performance of implementing nurses. Based on these findings, it is recommended that Permata Bunda Medan Hospital conduct regular evaluations every six months to get feedback from implementing nurses on the implementation of activities that can support their performance. For implementing nurses, it is advisable to continue to improve attitudes and responsibilities in providing nursing services according to standards. In addition, further research may consider adding research variables regarding other factors affecting the performance of implementing nurses and using different research designs to gain more comprehensive insights.

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