THE INFLUENCE OF PROFESSIONALISM AND ORGANIZATIONAL COMMITMENT ON NURSE PERFORMANCE KERTOSONO REGIONAL HOSPITAL

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ABSTRACT

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Nurse performance is a strategic issue due to its significant impact on healthcare and hospital service quality. It is crucial to maintain and enhance nurse’s performances. This research aims to identify professionalism, organizational commitment, and job satisfaction as several factors that directly or indirectly influence nurses’ performance at RSD Kertosono. The research design is cross-sectional, using Likert scale questionnaires and secondary data for assessing nurse performance. The sample size was determined using the Slovin formula, resulting in the collection of 140 samples out of a population of 195 nurses. The collected data were analyzed using smartPLS 3.3, and hypothesis testing was conducted in two stages: inner model and outer model testing. The outer model testing was performed to assess the validity and reliability of indicators for each variable, while inner model testing was used to examine the established hypotheses. The study found that job satisfaction, organizational commitment, professionalism, job satisfaction, organizational commitment, and professionalism all have a direct positive impact on nurse performance. Organizational commitment positively affects job satisfaction, while professionalism positively influences job satisfaction. Overall, these findings suggest that job satisfaction and organizational commitment are crucial factors in enhancing nurse performance.

KEYWORDS: professionalism, organizational commitment, job satisfaction, performance, nurses

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INTRODUCTION

Employee performance is now an interesting issue because it has a serious influence on services such as health services. Hospital leadership plays a very important role, working to expand services and reduce inequality, and showing employees that the hospital is able to organize itself efficiently and effectively (Kroukamp & Cloete, 2018). Employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given (Mirda & Prasetyo, 2022; Pananrangi et al., 2023). Many variables are needed to support employee performance such as professionalism and organizational commitment and job satisfaction Every employee is expected to have an attitude of professionalism at work in order to optimize the ability, time, energy, knowledge and resources owned by the field undertaken, so that it will affect the performance carried out by employees (Putra & Latrini, 2016).

For employees who work in the health care sector, they should have a professional attitude in all aspects as a support for competence in encouraging the success of work and activities in the organizational environment where they work. Every member of the organization will be required to work professionally and provide the best in providing services to the community for the benefit of the organization (Ananda, 2020). Professional attitude has a very large role in the continuity,
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progress, and success of a person in carrying out one or more careers. The above are important reasons to have a professional attitude is an important point that should not be missed because it will be needed in work (Utomo & Nurkhasanah, 2019).

Professional employees will affect their performance (Ramadhan, 2018). Not only professionalism, organizational commitment is one of the factors that has a big role in performance. Because of its role, researchers today are beginning to pay more attention to organizational commitments. Employee commitment to the organization is needed so that performance can be more effective so that organizational goals are realized (Nadapdap, 2017).

Organizational commitment has an important role in efforts to improve employee performance. The organization's commitment aims to reduce errors so that they do not occur continuously. Employee performance will increase and employees will always be responsible for their duties and responsibilities if they have a well-executed organizational commitment (Sapitri, 2016).

Organizational commitment can have an influence on employee performance. Employees can also be assessed for their level of sincerity in working to carry out their duties and functions through organizational commitment. It is important for organizations to have employees with high organizational commitment. This is because the commitment of the organization can see the extent of the employee's partiality towards the organization and his intentions and efforts to remain part of the organization (Lestari et al., 2016). Organizational commitment has a close relationship with how an employee behaves. This attitude is a reflection of loyalty and how employees give attention and effort to the success and success of their organization. Employees who are involved in work and loyal to the organization become capital to increase the growth of organizational commitment. High commitment will encourage better performance (Giyanti et al., 2020).

To encourage organizational success, employee job satisfaction also needs to be considered to improve employee performance. Job satisfaction is the emotional state that employees feel towards a job (Difayoga & Yuniawan, 2015). Employees who have a sense of satisfaction will work more effectively than employees who are less satisfied with their work. Nurses as health workers and spearheads the sustainability of hospitals need special attention in carrying out their duties. Nurse performance is a reflection of how nurses implement their duties, authorities and responsibilities well. One of these performance is influenced by job satisfaction (Isnainy & Nugraha, 2019).

Before moving its services to a new building in 2017, Kertosono Regional Hospital (RSD) had inadequate infrastructure and services. This affects the performance of employees, service quality, and also patient satisfaction. Since moving its services to a new building, various innovations and changes have been made so that RSD Kertosono can improve the quality of infrastructure, service, number and performance of employees. This is shown by its achievement through Plenary Accreditation obtained in early March 2023 which directly shows the overall quality of the hospital including the performance of its employees.

Several researchers conducted similar research to the current one. Karami et al. (2017) examined the relationship between professional competency, organizational commitment, and job
satisfaction among nurses of which the results suggest that developing professional competency and organizational commitment is vital for improving nursing practice and patient care. Gassas and Salem (2023) explored how differences in demographic characteristics are reflected in professional values and organizational commitment among nurses, of which the results suggest that higher levels of commitment affect nurses positively, and leaders must be knowledgeable regarding the factors affecting this commitment. Hsu et al. (2015) explored the relationship between professional commitment and job satisfaction among nurses through the cross-sectional design, of which the results suggest that there is a positive relationship between professional commitment and job satisfaction, and that improving professional commitment can lead to better job satisfaction and performance. Lastly, Kareem et al. (2019) examined the impact of organizational commitment and job satisfaction on nurses' job performance, of which the results suggest that both organizational commitment and job satisfaction have a positive impact on nurse performance. Overall, the research gaps of the mentioned research suggest that there is a need for further research to understand the complex relationship between nursing professionalism, organizational commitment, and nurse performance across different countries and demographic characteristics, which the current researchers attempted to complete through this study.

The researchers were interested in analyzing the influence of professionalism and organizational commitment on nurse performance at RSD Kertosono. This study analyzed the direct and indirect influence of professionalism on nurse performance at RSD Kertosono, the direct and indirect influence of organizational commitment on nurse performance at RSD Kertosono, the influence of professionalism on job satisfaction of nurses at RSD Kertosono, the influence of organizational commitment on nurse job satisfaction at RSD Kertosono, and the effect of job satisfaction on the performance of nurses at RSD Kertosono. It is hoped that this research can be a reference and enrich knowledge that is useful for readers and add insight related to professionalism, organizational commitment, and job satisfaction and its relationship with nurse performance.

**METHOD**

This study used a quantitative approach. This type of research used the cross-sectional design where data concerning independent, dependent, and intermediate variables are studied at the same time and then processed and analyzed. This research was conducted at RSD Kertosono located on Jalan Panglima Sudirman Number 16, Rice Field Area, Kepuh, Kertosono District, Nganjuk Regency, East Java. The study was conducted from May to July 2023.

The population in this study was all nurses at RSD Kertosono both permanent and contract employee status as many as 195 people. The samples in this study were collected using the simple random sampling technique. The number of samples used is determined using the Slovin formula. Based on a population of 195 nurses with an error rate of 5%, the minimum number of samples needed using the Slovin formula is 132 nurses at RSD Kertosono with the following calculation:
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\[ n = \frac{N}{1 + N(e^2)} = \frac{195}{1 + (195 \times 0.05^2)} = 131.09 \rightarrow 132 \]

Information:
\[ n = \text{sample size} \]
\[ N = \text{population size} \]
\[ e = \text{margin of error} \]

There are two types of data sources, namely primary data and secondary data. Primary data here were collected using questionnaires while the secondary data taken was an assessment of the professional performance of nursing practice whose data was obtained from RSD Kertosono.

The collected data were analyzed using SmartPLS 3.3, and hypothesis testing was conducted in two stages: inner model and outer model testing. The outer model testing was performed to assess the validity and reliability of indicators for each variable, while inner model testing was used to examine the established hypotheses.

RESULT AND DISCUSSION

Interconstruct hypothesis testing is testing between exogenous constructs against endogenous constructs (\(\gamma\)) and endogenous constructs (\(\beta\)) using the bootstrap resampling method.

Figure 1. Hypothesis Test Results

Path Analysis

The test statistics used are t statistics or t test values. The comparison t value in this study is obtained from the value of the t table. A sig coefficient < 0.05 indicates that there is a significant influence of exogenous variables on endogenous variables. Hypothesis testing is done by looking at the path coefficient output from the bootstrap resampling results.
Based on the results of the bootstrap resampling calculation presented in the table above, the following research results can be obtained:

a) Job satisfaction has a significant and positive influence on nurse performance, this is evidenced by the coefficient p value = 0.006 < 0.05 and coefficient t statistic = 2.788.

b) Organizational commitment has a significant and positive influence on job satisfaction with p value coefficient = 0.000 < 0.05 and t statistical coefficient = 3.978.

c) Organizational commitment has a significant and positive influence on nurse performance, this is evidenced by the coefficient p value = 0.021 < 0.05 and the coefficient t statistic = 2.312.

d) Professionalism has a significant and positive influence on job satisfaction, this is evidenced by the coefficient p value = 0.000 < 0.05 and coefficient t statistic = 3.702.

e) Professionalism has a significant and positive influence on Employee Performance, this is evidenced by the coefficient p value = 0.046 < 0.05 and the coefficient t statistic = 2.002.

Indirect effect is the impact or change that occurs in a variable as a result of intermediary or interaction with other variables. In this context, changes in the initial variable do not directly affect the final variable, but through the influence of the intermediate variable. It reflects the complex causality relationships between various variables in a system or model. Based on indirect effect testing, the following research findings were obtained:

a) Organizational commitment has a significant and positive influence on nurse performance through job satisfaction, the findings of this study are evidenced by the coefficient p value = 0.037 < 0.05 and t statistical value of 2.086

b) Professionalism has a significant and positive influence on nurse performance through job satisfaction, the findings of this study are evidenced by the coefficient p value = 0.025 < 0.05 and t-value statistic of 2.250

**There is a Significant and Positive Influence of Organizational Commitment on Job Satisfaction**

Based on the results of research and testing of research data, research findings were obtained that organizational commitment has a significant and positive influence on job satisfaction, the
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findings of this study are evidenced by the coefficient of p value < the level of alpha significance and positive beta value, this means that with the higher and increasing organizational commitment owned by research respondents, so it directly increases the job satisfaction owned, and vice versa by decreasing the level of organizational commitment owned by research respondents, it will directly reduce the level of job satisfaction of research respondents.

The findings of this study are in line with research conducted by Zulfikar (2021), in which the study aims to improve the implementation of organizational commitment to increase employee job satisfaction. This research is expected to be an input and reference for leaders in developing policies related to organizational commitment to employee job satisfaction in an organization, and the results of this research cannot be used as a reference or comparison for an organization regarding the impact of organizational commitment on employee satisfaction.

Commitment is the condition of an employee taking sides with a certain organization and has goals and desires to remain a member of the organization (Budiono, 2021). Nurse performance is influenced by many factors and each factor has a complex relationship. Organizational commitment is one of the factors that have a positive influence on nurse performance (Sepahvand et al., 2020). Organizational commitment makes nurses believe and accept organizational goals. Organizational commitment will also increase loyalty where workers or caregivers will not leave the organization (Adawiah & Putri, 2020).

There is a Significant and Positive Influence of Professionalism on Job Satisfaction

Based on the results of research and testing of research data, research findings were obtained that professionalism has a significant and positive influence on job satisfaction, the findings of this study are evidenced by the coefficient of p value < the level of alpha significance and positive beta value, this means that with the higher and increasing professionalism possessed by research respondents, the more directly increase the job satisfaction owned, and vice versa by decreasing the level of professionalism possessed by research respondents, it will directly reduce the level of job satisfaction of research respondents.

The findings of this research are in line with research conducted by Muddassir (2022) with the research title The Influence of Organizational Culture, Job Satisfaction and Work Motivation on Employee Performance at the Pasimasunggu District Office, Selayar Islands Regency. The results showed: 1) The positive and significant influence of organizational culture itself (partial) on employee performance with a calculated value (2.243) > ttable (2.042), a significant value of 0.033 < 0.05. 2) The positive and significant effect of partial job satisfaction on employee performance with a calculated value (2.446) > ttable (2.042), a significant value of 0.021 < 0.05. 3) The positive and significant effect of partial work motivation on employee performance with a calculated value (2.072) > ttable (2.042), a significance value of 0.047 < 0.05. 4) The positive and significant influence of organizational culture, job satisfaction and work motivation together (simultaneously) on employee performance with a Fcalculate value of 39,316 > Ftable 2,93.5) The most dominant job satisfaction variable on the performance of employees of the Pasimasunggu District Office, Selayar Islands Regency with a determination value of 0.361.
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In line with Ramadhan research (2018) states that professional employees will affect performance. In addition to professionalism, one factor that we cannot deny its role in performance is organizational commitment. Organizational commitment is a subject that is currently getting increased attention from organizational behavior researchers. Employee commitment to the organization is needed so that performance can be more effective so that organizational goals are realized (Nadapdap, 2017).

There is a Significant and Positive Influence of Organizational Commitment to Nurse Performance

Based on the results of research and testing of research data, research findings were obtained that organizational commitment has a significant and positive influence on nurse performance, the findings of this study are evidenced by the coefficient of p value < the level of alpha significance and positive beta value, this means that with the higher and increasing organizational commitment owned by research respondents, So it directly improves the performance of nurses owned, and vice versa by decreasing the level of organizational commitment owned by research respondents, it will directly reduce the level of performance of research respondents.

The findings of this study are in line with Aliah's (2021) research. Data analysis using multiple regression analysis. The results of multiple regression analysis showed that there was an influence between the quality of human resources (b = 0.594), work motivation (b = 0.084), and organizational commitment (b = 0.145) individually and together (F-count = 66.778 greater than F-table = 2.79 and R = 0.800) affected the performance of Majene District Health Office employees, and work motivation variables (b = 0.157) which most dominantly affects the performance of Majene District Health Office employees. It is expected that improving the quality of human resources, work motivation and organizational commitment can be used as programs in improving the performance of Majene District Health Office employees.

There is a Significant and Positive Influence of Professionalism on Nurse Performance

Based on the results of research and testing of research data, research findings were obtained that professionalism has a significant and positive influence on nurse performance, the findings of this study are evidenced by the coefficient of p value < the level of alpha significance and positive beta value, this means that with the higher and increasing professionalism possessed by research respondents, then Directly improve the performance of nurses owned and vice versa by decreasing the level of professionalism possessed by research respondents, it will directly reduce the level of performance of research respondents.

The findings of this study are in line with research conducted by Maksum et al. (2022). The population in this study was non-medical employees of the Raden Mataher Jambi Regional General Hospital (RSUD) totaling 203 non-medical employees, with a sample of 134 non-medical employees. This study used survey method in data collection. Then proceed with statistical methods to test the hypothesis, namely by multiple linear regression. The results of this study concluded that work professionalism, job characteristics, and work culture have a positive and
significant effect on employee performance on the performance of non-medical employees at the Raden Mataher Jambi Regional General Hospital both partially and simultaneously.

There is a Significant and Positive Effect of Job Satisfaction on Nurse Performance

Based on the results of research and testing of research data, research findings were obtained that organizational commitment has a significant and positive influence on job satisfaction, the findings of this study are evidenced by the coefficient of p value < the level of alpha significance and positive beta value, this means that with the higher and increasing organizational commitment owned by research respondents, So it directly increases the job satisfaction owned, and vice versa by decreasing the level of organizational commitment owned by research respondents, it will directly reduce the level of job satisfaction of research respondents.

The findings of this study are in line with the research of Hartawan and Sriathi (2023) with the title Research on the Effect of Job Satisfaction on Employee Performance with Organizational Commitment as a Mediation Variable at PT Angsa Kusuma Indah Denpasar. The research found that job satisfaction and organizational commitment have a positive and significant influence on employee performance at PT. Kusuma geese are beautiful. Organizational commitment partially mediates the effect of job satisfaction on employee performance at PT. Kusuma geese are beautiful.

Performance is the result of a job achieved by one or a group of people in an organization who each have the authority and responsibility to achieve organizational goals. Job satisfaction is one of the factors that have an impact on achieving stable employee performance. Many previous studies have found that the level of job satisfaction in workers makes them work more effectively, one of which is the results of research by Kusumadewi et al. (2023). Furthermore, Badjuri (2013) in his book asserted that to achieve performance satisfaction, a person must also have motivation in himself. The motivation in question is a condition in a person's person that encourages the person to work to achieve the desired goal.

There is a Significant Influence of Organizational Commitment to Nurse Performance Through Job Satisfaction

Based on the results of research and testing of research data, research findings were obtained that organizational commitment has a significant and positive influence on employee performance with work papacy as an intervening variable. The findings of this study are evidenced by the coefficient p value < the level of alpha significance and beta value This means that with higher and increasing organizational commitment owned by research respondents and intervening by job satisfaction, it directly increases job satisfaction owned, and vice versa by decreasing the level of organizational commitment and intervening. By the job satisfaction possessed by research respondents, it will directly reduce the level of job satisfaction of research respondents.

The findings of this research are in accordance with the results of research conducted by Harahap et al. (2022). The research shows the influence of leadership style on job satisfaction, leadership style on performance, job satisfaction on employee performance and the influence of leadership style on performance through intervening variables of job satisfaction. The results
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showed that 4 hypotheses were all accepted and significant, namely leadership style affects job satisfaction, Leadership style affects performance, job satisfaction on Employee performance and leadership style affect performance through intervening variables of job satisfaction.

Job satisfaction according to researchers is a person's attitude towards his job, if employees feel satisfied with their work, there will be many positive attitudes that will be displayed by employees in their work. Job satisfaction is a pleasant psychological condition or employee feelings that are very subjective and highly dependent on the individual concerned and their work environment, and job satisfaction is a multifaceted concept (many dimensions) can use attitudes as a whole or refer to one's part of the job (Widodo, 2023).

There is a Significant and Positive Influence of Professionalism on Nurse Performance Through Job Satisfaction

Based on the results of research and testing of research data, research findings were obtained that professionalism has a significant and positive influence on employee performance with work papacy as an intervening variable, the findings of this study are evidenced by the coefficient p value < the level of alpha significance and beta value which has a positive value, which shows that with the higher and increasing professionalism possessed by research respondents and intervening by job satisfaction, it directly increases job satisfaction owned, and vice versa by decreasing the level of professionalism and intervening By the job satisfaction possessed by research respondents, it will directly reduce the level of job satisfaction of research respondents.

The findings of this research are in accordance with the results of research conducted by Laily et al. (2023) aims to determine the factors that influence job satisfaction and employee performance. The research used survey methods, with the path analysis technique. The respondents of this study were 134 Quality Control (QC) employees. An analytical tool used to test hypotheses using SmartPLS 3.2.9 professional software. The sampling of this study used non-probability sampling techniques with purposive sampling. Research shows a positive effect of job satisfaction on employee performance, work-life balance has a positive effect on employee performance, burnout has a positive effect on employee performance, and job insecurity has a negative effect on employee performance.

CONCLUSION

Organizational commitment exerts a significant and positive influence on nurses' job satisfaction. Professionalism exerts a significant and positive influence on nurses' job satisfaction. Organizational commitment has a significant and positive influence on nurse performance satisfaction. Professionalism has a significant and positive influence on nurse performance satisfaction. Job satisfaction has a significant and positive influence on nurse performance satisfaction. There is a significant influence of organizational commitment on nurse performance through job satisfaction. There is a significant and positive influence of professionalism on nurse performance through job satisfaction.
The job of a nurse is a job that demands professionalism and thoroughness as well as great responsibility. Job satisfaction has a very significant influence on the performance of nurses so that they can provide the best possible service. Therefore, it is important for hospitals to pay attention to professionalism and organizational commitment, as well as maintain and increase job satisfaction for nurses working in their agencies.

It is hoped that further researchers can continue this research more deeply or more broadly related to how to factors and how to build and increase job satisfaction of nurses in the future.

REFERENCES


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