

Literature Review: The Effect of Employee Status on Nurse Performance in Health Care Facilities

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ABSTRACT

Background. The employment status of nursing staff has an impact or influence on the work ethic of nurses in health care institutions because employment status is closely related to compensation or reward factors. Purpose: This study aims to describe the effect of employment status on the performance of nurses in health care facilities. Method: The method used in this paper is a literature review which is a systematic, explicit and reproducible method for identifying, evaluating and synthesizing research works and ideas that have been produced by researchers and practitioners. Results: The results of the identification of several studies regarding the employment status and performance of nursing staff found that the majority of studies revealed that there was an influence or relationship between employment status and the performance of nursing staff and there were also studies that revealed the opposite result, that there was no effect of employment status and the performance of nursing staff even though very limited in number. Study. Conclusion: Nurse employment status has an effect on performance dominating the research results from several studies that the authors managed to identify. This is more because employment status is more related to the guaranteed compensation received by nurses.

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1. INTRODUCTION

Health workers have an important role in every effort to improve the degree of public health, especially when there are changes in the spread of disease, demographic structure, and the socio-economic community. Health services based on the development of science and technology are able to realize excellent service and answer the community's needs for changes in health services in Indonesia. Nursing personnel are one of the health workers who have an important role in realizing the community's need for quality services. This strategic role was obtained because nursing staff are health workers with the largest population in most health facilities. Nurses are health workers who are at the forefront of services that make direct contact with patients and other staff with the largest mass in the hospital. The quality of nursing services is often one of the determining factors for the image of a service institution in the eyes of the public [1]

Nursing has an important role in maintaining the quality of health services and has a composition of 50% of the hospital staff structure. This composition makes nurses a profession that has an important task of maintaining the quality of health services in hospitals [2]. Health nursing services at hospitals or health centers are very important and goal-oriented services that focus on the implementation of quality nursing care, so as to provide a service to patients who use the service. The ability to provide nursing care services in a professional manner according to nursing standards is very dependent on how the performance of nurses in hospitals or health centers in applying nursing care standards [3]

One that affects the quality of nursing services is the performance of nursing staff. The success of health service institutions is largely determined by the quality of the human resources (HR) in it, in this case nursing human resources. The high demands of society for services and increasingly competitive competition make health service institutions need human resources who have superior competence and performance ethic [3]. According to Aulia & Sasmita (2014) in [3] efforts that can be made to improve the performance of nursing staff are by increasing knowledge through continuing nursing education and improving nursing skills. In addition, one of the main objectives of passing Nursing Law No. 38 of 2014 is also to provide recognition for the professionalism of nurses in providing services to the community, namely in the form of implementing nursing care, even so, efforts to improve the performance of nursing staff have not shown significant results, in fact the performance of nursing staff still receives negative attention from various parties including from their own colleagues, nurses are considered to be more confident in carrying out invasive actions which incidentally are not their competence [3].

According to the observations of researchers in the field, nurses with state civil apparatus and non state civil apparatus staffing status tend to take nursing actions not with a holistic or comprehensive approach. The lack of use of nursing care standards (Indonesian nursing diagnosis standards, Indonesian nursing intervention standards, Indonesian nursing outcome standards) and documentation that has not been carried out properly and comprehensively for all nursing processes from assessment to evaluation is a problem that still occurs in many nursing services, especially in health care facilities located in rural areas. . There are several factors that affect the performance of nurses in providing services to the community, namely external factors such as work facilities, leadership, rewards, work schedules, workload, areas of practice and supervision, and social security. [2]. In addition, burnout has affected the performance of nurses in both public and private hospitals (increased sick leave rates, reduced work effectiveness, etc.). Users of health services also complain about the decline in the quality of health services provided by nurses [4]

While the employment status of nurses (state civil apparatus and non state civil apparatus) is considered to have an impact or influence on the work ethic of nurses in health care institutions because employment status is closely related to compensation or compensation factors which according to several studies have proven to be one of the factors that affect nurse performance. Nurses with civil servant status have greater income, rewards or compensation compared to non-civil servant nurses who incidentally have the same workload and even more responsibilities. According to research by researchers in the field, nurses with non-state civil apparatus employment status have a high commitment to their work. This is due to several factors, namely most of them are of productive age, domiciled around the area where the health service institution operates and the nurse has just completed her studies and has passed the competency test so that this is the motivation for them to carry out nursing care. This study aims to describe the effect of employment status on the performance of nurses in health care facilities.

2. METHOD

The method used in this writing is literature review which is a systematic method, uncovered and reproduced to carry out assistance, evaluation and synthesis of research works and ideas that have been produced by researchers and practitioners. The sources of literature used in the preparation of this scientific article with this literature review are through news websites and national journals related to the effect of employment status on the performance of nurses in health care facilities.

3. RESULTS AND DISCUSSION

Performance is a popular term in management with which the term performance is defined terms of work results, work performance and performance. Performance is the level of task implementation that can be achieved by a person, unit or division by using existing capabilities and the limits that have been set to achieve organizational/company goals [5]. Performance is the achievement of a person's work both in quality and quantity, in carrying out its functions in accordance with the responsibilities given to him [6]. In addition, the definition of performance or

performance is also mentioned as a work result that is achieved by a person or group of people in an organization in accordance with their respective authorities or responsibilities, in the context of efforts to achieve the goals of the organization concerned which are legal and do not violate the law and are in accordance with morals and ethics [7]

Working status is a position that shows the rights and obligations of a worker. As an employee or nurse employee, you are a seller of services (mind and energy) and receive compensation, the amount of which has been determined in advance. Every employee, including nurses, is obliged and bound to do the work given and is entitled to compensation according to the agreement [8]. Based on the State Personnel Agency NO 19 of 2014 article 47 concerning employment status. Types of positions in work consisting of Civil Servants (PNS) and non-PNS. Nurses who have employment status as civil servants tend to be demanded more to provide the best service in the workplace because their responsibilities are not only to patients, workplace agencies but also to the state. [8]

Employment Status Affects Nurse Performance

The results of the study [3] show that there is no significant relationship between employment status and the performance of nurses in carrying out nursing care, this is in line with research conducted by Syaifullah (2013) entitled the effect of employment status on the performance of nurses in inpatient rooms Indramayu District General Hospital where similar performance was found between nurses with the status of Civil Servants and Non-Civil Servants. Job status will be closely related to the compensation given, a person with Civil Servant status will certainly have a greater income than Non-Civil Servants.

Compensation or compensation for services is a form of appreciation that every individual gets while working, including nursing staff, both materially and non-materially. Materially, service compensation can be in the form of money, while non-material rewards can be in the form of awards such as thanks or other certificates of appreciation. Law Number 38 of 2014 concerning Nursing Article 36 letter c states that nurses are entitled to receive compensation for the nursing services provided [9]

The amount of compensation received by nursing staff when associated with Dorothea E. Orem's theory is that there is a self care deficit, self care agency and therapeutic self care nurses are required to improve their abilities and skills both formally and informally, where this will have an impact on patient and family satisfaction . With a high level of patient satisfaction, it will have an impact on nurse job satisfaction and opportunities to increase nurse income or compensation from service institutions related to high patient satisfaction levels [10]

The results of the study [11] found that 53.3% of nurses were civil servants (PNS) and 61.7% of nurses had good work motivation. There is a significant relationship between employment status and the work motivation of nurses at the Toto Kabila Regional General Hospital, Bone Bolango Regency with a p value = 0.000 (<0.05). Nurses who are still unsure because their employment status is not yet established (such as being part of an honorary worker) or salary gains that are felt to have little impact on nurses' caring for patients. Thus, according to prima in [12] differences in employment status are a separate problem in nursing services. According to Ernawati (2017) in [8] employment status is one of the factors related to nurse performance, especially in the implementation and application of K3.

According to research [10] there is an effect of employment status on nurse job satisfaction with a P value of 0.032 <0.05. Nurses have the notion that the higher the position, the greater the workload and responsibilities, for example changing the status of an executive nurse to being a team head or room head. Nurse employment status also has an influence on the work environment with a P value of 0.000 <0.05. A change in employment status for nurses, especially a change in employment status to a higher level, will make the nurse feel a sense of responsibility to always pay attention to the work environment, whether the work environment is in good condition or not.

In addition, the employment status of nurses has an effect on income with a P value of 0.000 <0.05. The higher the staffing status of nursing staff is directly proportional to the income of nurses which is also the higher. Nurses who have obtained higher positions feel sufficient and satisfied with the salary or compensation they receive, so they feel they can focus more on improving performance

and service to the community. In contrast to nursing staff with contract status or at the level of ordinary nursing staff who earn lower salaries who feel the opposite or have not been able to focus they are not only on improving performance and service [10]

According to the results of the study [1] showed bivariate analysis known p value ($p = 0.042$) which indicates that there is a relationship between employment status and the implementation of patient safety goals. The results of this study are not much different from the results of research conducted Rahmadhani, (2016) that there are (72%) nurses with honorary employee status. Some carry out patient safety poorly.

Employment Status Has No Effect on Nurse Performance

Nugraha's research (2017) in [3] reveals that the performance of permanent employees is better than that of non-permanent employees, this indicates that performance is very subjective and can be influenced by other factors simultaneously in a work environment. Performance that has a positive impact on clients is an expectation desired by nursing staff because a job well done will increase nurses' awareness of the importance of responsibility at work. Law Number 5 of 2014 Concerning ASN Article 23 Letter e. states that ASN who carry out official duties must be full of responsibility so that when working they always follow the principle of caution to reduce the risk of mistakes while working [9]

Whereas research [12] revealed that there was no relationship between the employment status of nurses and the caring behavior of nurses with the results of the chi square correlation test obtained a significant count value of 1,000. This value is greater than the p value of $5\% = 0.05$. According to research [10] there is no effect of employee status on job satisfaction which is mediated by the work environment with a P value of $0.706 > 0.05$.

4. CONCLUSION

Nursing staff need a feeling of security and comfort to be able to produce good performance and be able to have a positive impact on the organization and the surrounding environment and quality nursing services for the community. The existence of differences in the employment status of nursing staff according to the literature has an impact on the performance of nurses in serving the community. The majority of the literature that the researchers found revealed that there was a relationship and influence of employment status on the performance of nurses in providing services to the community. In addition, although the number is limited there are several studies which reveal the opposite results, namely that there is no relationship and influence of employment status on the performance of nurses in providing services to the community.

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