

The influence of discipline on nurse performance at Bahteramas general hospital, southeast Sulawesi province, Indonesia

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World Journal of Advanced Research and Reviews, 2022, 16(03), 853–859

Publication history: Received on 14 November 2022; revised on 24 December 2022; accepted on 27 December 2022

Article DOI: <https://doi.org/10.30574/wjarr.2022.16.3.1447>

Abstract

The findings in the initial study found that the delay in health services at the hospital was caused by the lack of discipline of nurses in carrying out their duties during working hours at the hospital. This has an impact on service delays, and can reduce patient satisfaction. The research objective was to determine the effect of discipline on nurse performance at the Bahteramas General Hospital. The type of research used is quantitative research using a cross-sectional study design. The population in this study were 209 people, with a total sample of 138 respondents. The method of data collection is carried out by interviews and field observations. Data analysis was carried out using Univariate and Bivariate methods. The results showed that there was a significant influence of the discipline variable on the performance of nurses at the Bahteramas Regional General Hospital with a p (0.000<0.05).

Conclusion; Discipline variables affect the performance of nurses. Suggestion; The need for sanctions and coaching for nurses who are not disciplined to improve employee discipline.

Keywords: Performance; Nurses; Hospitals; Discipline

1. Introduction

In this very dynamic global era, organizations are required to improve employee performance in achieving organizational goals. The success of achieving organizational goals can be achieved by improving the quality of resources within the organization. One of the resources that determine the success of an organization is human resources. Human resources are a collection of individuals in an organization who will carry out work to achieve the vision, mission and goals of the organization. The success of achieving company goals is strongly influenced by employee performance. Therefore, management is needed to manage these resources [1].

One factor that is very influential in human resources is the discipline factor. For companies, the existence of discipline will guarantee the maintenance of order and the smooth implementation of tasks, so that maximum results are obtained. Employees will get a pleasant working atmosphere so that it will increase morale in doing the job. Thus employees can carry out their duties with full awareness and can develop their energy and thoughts to the maximum extent possible for the realization of organizational or company goals. If all work environments are disciplined, then an employee will be disciplined, but if the organizational environment is not disciplined, then the employees are also undisciplined [2]. Work discipline as an operative function of human resource management is very important because the better the discipline of a company's employees, the higher the work performance achieved and will create quality employees. Good

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discipline from employees will also show that the organization can maintain and maintain loyalty and the quality of its employees, from discipline it can also be seen the value of the work quality of its employees [3].

Work Discipline is an important thing for the success of every organization, both in government and private organizations/agencies. An organization or government agency will be successful in achieving goals if each individual or employee applies discipline at work. Thus the performance of each member or employee will increase which at the same time increases the performance of the organization [4].

Discipline and employee salaries are important and have a role in improving employee performance towards the success of an agency because if employees have a disciplined attitude then employee performance is satisfactory [5].

Every organization, institution or company needs human resources to achieve its goals. Resources are needed to create power, movement, activities, activities and actions within an organization, institution or company. Employees as human resources are the most important assets owned by an organization, institution or company. Human resources are part of an advancement in science, development and technology. Therefore, in this current era where technology and civilization are very advanced, it demands competent human resources who have high enthusiasm and discipline. Discipline as a form of employee self-control and regular implementation in showing the level of seriousness of employee work in a company or organization, where employees who do not comply with regulations that are not set by the company will get sanctions [3].

Human resources are one of the most valuable assets that owned by an organization, because humans are the only resource that can drive other resources. Thus, the element of human resources is a key factor that must be maintained by an organization in line with the demands that are always faced by the organization to answer every challenge that exists. Therefore, efforts to maintain quality human resources are the main steps of the organization [6].

Management of human resources in a company must be properly considered through human resource management functions such as planning, organizing, directing, controlling, developing, compensating, integration, maintenance, discipline and termination. The human resource management function will create discipline, job satisfaction and a sense of loyalty which will result in good employee performance [7].

Human Resources is an element that needs special attention in the organization. Human resources are people who can carry out and determine an organization's activities. Without human resources an organization will not run well. Thus, human resources must continue to be fostered and directed to achieve organizational goals. Employees are people who are involved in every organization and are very influential on the survival of the organization. There needs to be good management so that there is a balance between the capabilities of employees and the demands of the organization. Balance is the main key so that the organization can develop. And the development of the organization depends on the efforts carried out by employees. In this regard, it is necessary to empower and develop human resources [8].

Nurses as one of the health workers in hospitals play an important role in efforts to achieve health development goals. The success of health services depends on the participation of nurses in providing quality care for patients [9]. Considering that nurses are the most important resource in running a hospital without minimizing the meaning of other human resources, nurses are required to have intellectual, interpersonal, technical and moral abilities. This aims to maintain and improve quality health services. Nurses provide services in the hospital 24 hours a day, and have constant contact with patients. Therefore nursing services in hospitals are an integral part of health services. The contribution made by nurses greatly determines the quality of service in hospitals. Thus efforts to improve hospital services must be followed by efforts to improve the quality of nursing services [10].

One of the elements that has a large role and greatly determines the quality of hospital health services is nurses, this is because the nursing profession has a relatively large proportion, which almost exceeds 50% of all hospital human resources and interacts the most directly with patients. Work and duties more than other staff, because the nature and function of this staff is to support medical services in the form of nursing services known as nursing care [11].

Attention to improving the performance of nurses in providing nursing services in hospitals is a very basic demand, because these factors can shape the performance of nurses in hospitals so as to support the implementation of their duties and responsibilities in providing nursing services. If this does not receive enough attention and is left without proper handling efforts, it is feared that it will have an impact on the success of improving the quality of health worker resources, especially in providing nursing services in hospitals [10].

Preliminary studies conducted by researchers found that, patient responses to nurse services at the Bahteramas Hospital in Southeast Sulawesi Province, there are several things that patients often complain about, including the presence of officers who are not on time, discipline in service, long queue times, the attitude of officers, and staff waiting time.

Data on achieving minimum service standards at Bahteramas Hospital shows that several programs have not reached the specified Minimum Service Standards, namely customer satisfaction in the Emergency Department (34.0%) of the standard $\geq 70\%$, outpatient satisfaction (73.21%) of standard $\geq 90\%$, inpatient satisfaction 60.89% of standard $\geq 90\%$ [12].

Based on the above data, there is a need for research on the influence of discipline on the performance of nurses at the Bahteramas Regional General Hospital, Southeast Sulawesi Province. The research objective was to determine the effect of discipline on the performance of nurses at the Bahteramas Regional General Hospital, Southeast Sulawesi Province.

2. Methodology

The type of research used is a quantitative study using a *Ross sectional study design*. The *cross-sectional* research design is a type of research design that is carried out through measurements or observations simultaneously between the independent variable and the dependent variable. This research was conducted at the Bahteramas Hospital in Southeast Sulawesi Province, in 2022. The population in this study was 209 people, with a total sample of 138 respondents. The method of data collection is carried out by interviews and field observations. Data analysis was carried out using Univariate and Bivariate

3. Research Results

3.1. Univariate

3.1.1. Disciplinary

Work discipline of nurses is a real action taken by nurses to obey and obey the norms that apply in the workplace as an indicator of someone in carrying out daily tasks as a servant of the state in providing services Health in hospitals in an efficient and effective manner. The level of discipline of a hospital nurse can be assessed from the aspects of the accuracy of working hours, the neatness and cleanliness of clothing, the achievement of optimal work results, and adherence to the work mechanism that applies in the hospital. The distribution of respondents according to nurse discipline at the Bahteramas Hospital in Southeast Sulawesi Province is presented in table 1;

Table 1 Distribution of respondents according to nurse discipline at Bahteramas General Hospital, Southeast Sulawesi Province

No.	Nurse Discipline	Number (n)	Percentage (%)
1.	High	81	58.7
2.	Low	57	41.3
Total		138	100

Source: Primary data, 2022

Table 1 shows that, out of a total of 138 respondents, most have high discipline, namely as many as 81 respondents (58.7%) and a small number had low discipline, namely as many as 57 respondents (41.3%)

3.1.2. Performance

Performance is the achievement of work performed by nurses in completing work based on the main tasks and functions that have been determined by law valid at the Bahteramas General Hospital. The distribution of respondents according to nurse discipline at the Bahteramas Hospital in Southeast Sulawesi Province is presented in table 2;

Table 2 shows that, out of a total of 138 respondents, most have high high performance namely as many as 94 respondents (68.1%) and a small number had low performance, namely as many as 44 respondents (31.9%)

Table 2 The distribution of respondents according to nurse discipline at the Bahteramas Hospital in Southeast Sulawesi Province is presented in table 2

No.	Nurse Performance	Total (n)	Percentage (%)
1.	High	94	68.1
2.	Low	44	31.9
Total		138	100

Source: Primary data, 2022

3.2. Bi Variate

Analysis of the Effect of Discipline on Nurse Performance at RSU Bahteramas, Southeast Sulawesi Province can be presented in table 3;

Table 3 Analysis of the Effect of Discipline on Nurse Performance at Bahteramas Hospital in Southeast Sulawesi Province

Discipline	Nurse Performance				Total		p Value
	High		Low		n	%	
	n	%	n	%			
High	73	90.1	8	9.9	81	100	0.000
Low	21	36.8	36	63.2	57	100	
Total	94	68.1	44	31.9	138	100	

Source: Primary data, 2022

Table 3 shows that of the 81 respondents (100%) who have high discipline there are more nurses who have high performance, namely 73 respondents (90, 1%) compared to nurses who have low performance as many as 8 respondents (9.9%). Meanwhile, of the 57 respondents (100%) who had low self-discipline, there were fewer nurses who had high performance, namely 21 respondents (36.8%), compared to nurses who had low performance, namely 36 respondents (63.2%)

Chi square test results the value of $p = 0.000$ ($p > 0.05$) means that H_0 is accepted. This shows that there is a significant influence of discipline on the performance of nurses at Bahteramas General Hospital, Southeast Sulawesi Province.

4. Discussion

According to the Law of the Republic of Indonesia Number 44 of 2009 concerning hospitals, a hospital is a health service institution that organizes full individual health services that provide inpatient, outpatient, and emergency services [13].

Quality assurance of health services or *Quality assurance in health care* is a very important and fundamental approach or effort in providing health services to patients. Health care professionals, both individuals and groups, must always strive to provide the best quality health services to all patients without exception. -rules and conditions that have been set. Work discipline is a person's loyalty and obedience to the tasks assigned to him. This can encourage work passion, morale and support the realization of company and community goals. Discipline is awareness of one's loyalty to comply with all applicable rules and social norms [15].

Work discipline has a close relationship with the performance of a nurse. The more disciplined a person is, the more active a person is at work, this will have an impact on high work productivity. A nurse will obey and comply with the rules set by the hospital, implemented to achieve high work productivity. Low nurse discipline will have a negative impact on nurse performance.

The results of the research findings in table 1 show that, in general, there are more nurses who have high discipline than nurses who have low discipline. This shows that the higher the discipline, the higher the performance of nurses in

completing work that is their responsibility in health services. Conversely, the lower the discipline, the lower the level of performance of nurses in completing work that is their responsibility in health services. This happened because nurses became increasingly aware of their duties and responsibilities as servants of the state and servants of the community. So that the main tasks and additional tasks that they have carried out so far remain a top priority in their lives, apart from prioritizing their responsibilities in household affairs. This motivation always encourages them to be more active in health services, because their service as civil servants is one of the main sources of income in their daily lives.

Good work discipline regarding the obedience and obedience of nurses to the rules that apply in the hospital is usually related to the time of execution of work on time according to the work schedule, the use of staffing attributes and consistent work implementation, for example always being in the work space during working hours. Discipline can also show the solidarity of a worker towards the profession he is practicing where indiscipline is related to violations of professional work rules. Indiscipline is an element that becomes an obstacle and is still a problem faced in various work implementation problems. The emergence of hospital nurse indiscipline can be caused by several factors, both originating from within the individual and from outside the individual and even both can occur simultaneously [16]

Another finding that was obtained during the study was the lack of discipline of nurses caused by the distance between their homes and their workplaces which was quite far so that nurses sometimes arrived late. Another factor that is the reason for the lack of nurse discipline is the busyness of taking care of the household which is the reason they arrive late. The factor of being busy at work is also the reason they are sometimes not on time during office hours because of a conflict of interest, especially nurses who get a double workload at the hospital.

High work discipline is needed by every organization in order to achieve organizational goals, namely effective and efficient. Employees who have a high level of discipline will be able to provide benefits to every organization. And vice versa if the level of discipline is low then the employee will tend to do things that are not good and will be very detrimental to the organization. Thus, work discipline must always be maintained and improved in every organization [16].

According to [17] states that work discipline is an attitude of respect, respect, obedience and obedience to applicable regulations, both written and unwritten and able to carry them out and not avoid accepting sanctions if he violates the duties and authority given to him so as to determine the level of discipline of an employee seen from the accuracy of entering work, dressing well, producing a satisfactory amount of quality work and following the work procedures set by the organization.

The results of the chi square test obtained a value of $p = 0.000$ ($p > 0.05$) meaning that H_0 is accepted. This shows that there is a significant influence of discipline on the performance of nurses at Bahteramas General Hospital, Southeast Sulawesi Province. The results of this study are in line with the results of research [18] which states that there is a positive influence of discipline on the performance of medical rehabilitation staff at Dustira Cimahi Hospital, West Java. The results of the study [19] say that employee work discipline has an influence on employee performance in Kadupandak District, Cianjur Regency. Research [5] says that the effect of discipline and employee salaries on employee performance at UPK Turi District. The results of the study [20] say that discipline has a positive and significant effect on employee performance. The results of the study [21] say that work discipline has a significant effect on the performance of employees of Perum BULOG Regional Division of West Java. Research results [22] say that Discipline has a positive effect on performance. The results of the study [23] say that discipline has a positive effect on employee performance. The results of the study [24] say that there is a partial influence of work discipline on employee performance at PT. Galih Indonesian Aesthetics. The results of the study [25] say that there is a significant effect of discipline on performance, at PT Telkomsel Area IV Pausuka Makassar. The results of the study [26] say that work discipline affects employee performance.

In the institutional setting, discipline plays an important role in completing one's work, which in turn can have implications for the quality of work and work productivity. For institutions with high officer discipline, it will increase compliance with rules, maintain the smooth implementation of office duties, and encourage officers to excel at work. Likewise, the working atmosphere and high motivation will increase the morale of the officers in carrying out the work, and will encourage the awareness of the officers for the realization of personal goals and the goals of the Institution. Therefore, it is important for hospital leadership to encourage nurses to be more disciplined and enforce disciplinary rules and not show favoritism in enforcing disciplinary rules.

5. Conclusion

There is an influence of discipline on the performance of nurses at the Bahteramas Hospital in Southeast Sulawesi Province. Suggestion; Suggestion; The need for sanctions and coaching for nurses who are not disciplined to improve employee discipline

Compliance with ethical standards

Acknowledgments

The author would like to thank the Dean of the Faculty of Public Health, Halu Oleo University, who has provided support to the writing team so that this research can be carried out properly. Furthermore, the team of authors would like to thank all those who have helped until the end of this research.

Disclosure of conflict of interest

All authors in the making of this scientific article have no conflict of interest.

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