The Influence of Self-efficacy on Nurse Performance in Mitra Sejati Hospital

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Abstract: Nurse performance is very important for a hospital. Nurse performance at Medan Mitra Sejati General Hospital is still low. The low performance of nurses in Mitra Sejati Hospital is related to the self-efficacy experienced by nurses. This study aimed to analyze the influence of self-efficacy on nurse performance. The study was analytic survey research with a cross-sectional design. The population was all nurses who served in Mitra Sejati Hospital Medan with a total of 168 people and a sample of 138 people. Data collected by primary and secondary data and analyzed by statistical tests of Multiple Logistic Regression with a confidence level of 95%. The results showed that the magnitude/level (p = 0.011), strength (p = 0.001) and generality/generalization (p = 0.017) affected the nurses performance in Mitra Sejati Hospital and which most influenced the nurse performance Mitra Sejati hospital was a strength dimension (OR=14,457). It is recommended for nursing services the need to provide an understanding to each nurse about the importance of self-efficacy experienced so that nursing services can be carried out to the maximum, superiors should provide an assessment of the performance of implementing nurses continuously and continuously, for the nursing nurses to be able to practice nursing by managing and coordinating nursing care by integrating the needs of clients, families, staff and policymakers and the participation of nurses in hospital committees can also be an effective solution in an approach to improve self-efficacy, one of which measures the self-efficacy experienced and nurses can reveal situations that can lead to self-efficacy.

Keywords: Self-efficacy, Nurse performance

1. INTRODUCTION

Nurse performance is a determinant of the success of the quality of nursing services in a hospital. In hospital organizations, nurses are one of the main components in building or improving the progress of the hospital. This situation should be encouraged by good nurse work results, if there is no good performance of nurses, then a hospital cannot achieve its goals [1]. Sunyoto [2] states that performance is an achievement when doing a job that is given to an individual. A person's performance can be seen based on the quality, capacity, and competence aspects of a person on duty. A worker can do a good job if the employee has

maximum performance then good results can be obtained too.

If someone who works in the world of health, in carrying out all his duties internally (in) is influenced by self-confidence. Self-confidence is a person's confidence in predicting his or her capability to do a job or what is needed to achieve certain targets [3]. Self-confidence is a person's measurement of one's own capabilities in performing certain behaviors or achieving certain targets. The self-efficacy stage reflects how high a person's belief in himself is that the individual can do a good job [4]. If someone assumes they have no chance of success, they do not have great enthusiasm for completing the job [5]. A nurse who has self-efficacy will do everything in her power to carry out nursing services and has the optimism to achieve the expected goals. Even if someone has good self-efficacy, he thinks he doesn't have the ability. Such negative assessments of their abilities can hinder efforts to be made in achieving targets. Handoko [6] said that there is often a loss of strong abilities due to not having self-efficacy. Someone who has the same abilities but a decision that cannot be defeated and has self-efficacy can be more successful than someone who has strong capabilities but does not have self-efficacy. If someone knows his shortcomings but does not pay attention or ignore them, it means that the person feels there is something beneficial from him. Cherian's study [7] on the impact of self-efficacy on employee motivation and performance found that self-efficacy (belief in one's ability to do work) has an impact on individuals determining their work related to performance and motivation. In contrast to Indrawati's study [8], it was found that self-esteem, self-confidence had an impact on job satisfaction, job satisfaction had an impact on nurse performance, while self-efficacy and self-esteem had no impact on nurse performance.

The phenomenon that occurs in implementing nurses is that they are unable to address all the needs of patients, nurses carry out more nursing actions according to doctor's instructions, lack of discipline in work as evidenced by being late for work and even absent from work during working hours, besides that there are still many nurses who are not so deft in carrying out nursing actions. Nurses who work a lot do not have the courage to take nursing actions if they are not asked by seniors to take nursing actions, this is because they think they cannot face the needs of patients and carry out more nursing actions through senior assistant instructions. Through the phenomena that occur above, the researcher wants to carry out a study entitled "The effect of self-efficacy on the performance of nurses at Mitra Sejati Hospital Medan.

2. METHODS

This analytic survey study design with a cross-sectional approach was to test the effect of self-efficacy on nurse performance. This study was conducted at Mitra Sejati Hospital Medan, between 1 May and 30 September 2019. One hundred and thirty-eight were selected by consecutive sampling. Inclusion criteria, namely: 1) nurses who work for at least 12 months, 2) education at least diploma 3 in Nursing, 3) nurses who are willing to be respondents, 4) are not currently taking part in study assignments or outside service during research and are not on leave from work, 5) main tasks and functions as an executive nurse. Data were collected using a questionnaire to measure self-efficacy and observation was used to measure nurse performance. Three experts validated the questionnaire with a validation score of the variable

magnitude was 0.95, strength was 0.95 and generality was 0.97. Reliability was applied to measure the reliability of the questionnaire with Cronbach's alpha, namely the magnitude was 0.984, strength was 0.980, and generality was 0.989. Data were analyzed using the Multiple Logistic Regression test and simultaneously the Simple Linear Regression test.

3. RESULTS

The results showed the data on the characteristics of respondents at Mitra Sejati Hospital Medan, namely that most of the respondents aged 26-30 years were 60 people (43.5%), the gender of the respondents was mostly female, namely as many as 111 people (80.4%), The education level of respondents was mostly diploma 3 in nursing, namely as many as 92 people (66.7%) and the working period of the respondents who mostly had a service period of > years was 72 people (52.2%) (Table 1).

Table 1: Frequency distribution of respondent characteristics in Mitra Sejati Hospital Medan (N=138)

No	Characteristic	f	%
	Age		
1	≤ 25 years	38	27,5
2	26-30 years	60	43,5
3	31-35 years	30	21,7
4	> 35 years	10	7,2
	Total	138	100,0
	Gender		
1	Male	27	19,6
2	Female	111	80,4
	Total	138	100,0
	Educational		
1	Diploma 3 in nursing	92	66,7
2	Ners	46	33,3
	Total	138	100,0
	Working period		
1	≤ 1 year	32	23,2
2	2-5 years	34	24,6
3	>5 years	72	52,2
	Total	138	100,0

The results showed that partial self-efficacy, namely the magnitude of nurses in Mitra Sejati Hospital Medan, were mostly 71 people (51.4%) high, most of the nurses' strength was the low category of 72 people (52.2%) and generality nurses were mostly low category as many as 71 people (51.4%) (Table 2).

Table 2: Distribution of partial self-efficacy among implementing nurses in Mitra Sejati Hospital Medan (N=138)

No	Self-efficacy	f	%
	Magnitude		
1	High	71	51,4
2	Low	67	48,6
	Strength		
1	High	66	47,8
2	Low	72	52,2
	Generality		
1	High	67	48,6
2	Low	71	51,4
	Total	138	100,0

The results showed that the simultaneous self-efficacy of nurses at Mitra Sejati Hospital Medan were mostly with low self-efficacy as many as 70 people (50.7%) (Table 3).

Table 3: Simultaneous distribution of self-efficacy in implementing nurses in Mitra Sejati Hospital Medan (N=138)

No	Self-efficacy	f	%
1	High	68	49,3
2	Low	70	50,7
	Total	138	100,0

The results showed that the performance of nurses in Mitra Sejati Hospital Medan was mostly with poor performance as many as 73 people (52.9%) (4).

Table 4: Performance distribution of implementing nurses in Mitra Sejati Hospital Medan (N=138)

No	Nurse performance	f	%
1	Good	65	47,1
2	Poor	73	52,9
	Total	138	100,0

The results showed that there were 61 out of 71 people (85.9%) with high magnitude who performed well. Meanwhile, among nurses with low magnitude, 4 out of 67 people (6.0%) performed good and the results of the chi-square showed that the p-value 0.0001, there was a magnitude relationship with the nurse performance in Mitra Sejati. Then there were 58 out of 66 people (87.9%) with high strength who performed well. Meanwhile, among nurses with low strength, there were 7 out of 72 people (6.0%) who performed good and the results of the chi-square showed that the p-value 0.0001, so there was a relationship between strength and the nurse performance. And also there are 57 out of 67 people (85.1%) with high generality who performed well. Whereas among nurses with low generality there were 8 out of 71 people (11.3%) who performed well and the results of the chi-square obtained p-value 0.0001,

so there was a relationship between generality and the nurse performance in Mitra Sejati Hospital Medan (Table 5).

Table 5: Relationship between self-efficacy and nurse performance in Mitra Sejati Hospital Medan

No	Self-efficacy	Nurse performance				p-value
		Good		Poor		
		f	%	f	%	
	Magnitude					
1	High	61	85.9	10	14.1	0.0001
2	Low	4	6.0	63	94.0	
	Strength					
1	High	58	87.9	8	12.1	0.0001
2	Low	7	9.7	63	94.0	
	Generality					
1	High	57	85.1	10	14.9	0.0001
2	Low	8	11,3	63	88.7	

The results of the study based on the Multiple Logistic Regression test analysis showed that the independent variables were magnitude variables with a p-value of 0.005 (p <0.05), strength with a p-value of 0.000 (p <0.05), and generality with a p-value of 0.014 (p <0.05). it means that magnitude, strength, and generality affect the performance of nurses at Mitra Sejati Hospital Medan. The variable that most dominantly affects the performance of nurses at Mitra Sejati Hospital Medan was the variable strength, namely the regression coefficient value of OR 13.627 (95% CI=3.529-52.615). Then the magnitude variable obtained an OR value of 9.502 at 95% Confidence Interval, which was between 1.982 to 45.553, so it can be concluded that the magnitude of the nurse in charge was the higher the probability that 9.502 times the nurse performance will be good compared to low magnitude, the variable strength obtained an OR value of 13.627 at the 95% confidence interval was between 3,529 and 52,615, so it can be concluded that the higher the nurses' strength, the possibility that 13,627 times the nurse's performance will be good compared to the low nurse's strength, and the generality variable obtained an OR value of 6.237 at 95% Confidence Interval between 1.440 and 27.017. So that it can be concluded that the higher the generality of the nurse administrators, the higher the probability that 6.237 times the nurse performance will be better than the generality of the low nurse (Table 6).

Table 6: The effect of partial self-efficacy with nurse performance in Mitra Sejati Hospital

Variable	B-value	p-value	Exp. (B)
Magnitude	2.252	0.005	9.502
Strength	2.612	0.000	13.627
Generality	1.831	0.014	6.237
Constant	-9.702	0.000	0.000

The results of the study using a simple linear regression test showed that self-efficacy with p-value=0.000 means that Ho was rejected, meaning that there was an effect of self-efficacy on the nurse performance in Mitra Sejati Hospital Medan (Table 7)

Table 7: The effect of simultaneous self-efficacy with nurse performance in Mitra Sejati Hospital

Independent variable	B-value	t	p-value	R	R Square
Constant	0.394	4.414	0.000	0.754	0.569
Self-efficacy	0.753	13.392	0.000		

4. DISCUSSION

The results showed that nurses who have low magnitude will further reduce the quality of nurse performance. According to Badura [4], an important level or magnitude aspect is the effort to try to behave that is capable or can be done. In this context, nurses will not perform tasks beyond their limits. The nurse will choose to do the task according to what can be done and completed and avoid behaviors that are difficult or difficult to complete. The high magnitude of nurses in Mitra Sejati Hospital Medan was useful for overcoming obstacles in the level of difficulty of the task at hand. For nurses who have never done the task before, they will start the task from the easiest level to the most difficult level. The nurse will choose the easiest level because it is to measure her ability to complete the task. Another important point is a positive view of the task at hand. Through positive thinking, it will have a positive impact on the realization of a task, as well as on the effectiveness and efficiency of completing tasks.

In this study, nurses who have high magnitude at Mitra Sejati Hospital Medan in carrying out nursing care can overcome the task constraints faced by nurses. This can be proven by nurses who are very confident of being able to handle tasks following the level of competence with a percentage of 23.9%, can remain calm when facing difficulties at work because they can rely on their abilities of 45.7%. The ability of nurses needs to be trained because in providing nursing actions, they will be very close to various problems or obstacles in their resolution. Although the nurses were low magnitude, the nurses performed well, reaching 6.0%. This means that not all nurses with low magnitude will automatically perform well. This situation can occur because the nurse tries hard to be able to complete the task well even though the strength of her belief in her ability is lacking, but with the hard work of the nurse to cover up her weak magnitude, the nurse can carry out the difficulty level of the task.

The results showed that nurses who have low strength will further reduce the quality of nurse performance. Strength or strength of belief relates to self-potential in completing tasks. Have high morale, do not give up easily or give up when experiencing a failure, and commit to always complete every task well. Strength referred to in this study is the ability to deal with various kinds of tasks, feel able to do all the tasks when performing nursing actions, have confidence that the amount of effort made can achieve goals, have persistence/diligence in fulfilling or completing tasks, being able handling unexpected nursing problems well, never giving up on a problem nursing action before trying hard to solve the problem.

According to Badura [4], the strength aspect consists of three elements, namely, (1) having a strong self-confidence in completing tasks, (2) having a fighting spirit and not giving up

easily when experiencing obstacles or failures in tasks and (3) commitment in completing tasks properly should be a requirement for every employee. In this study, it was found that even though the nurses at the Mitra Sejati Hospital in Medan had low strength, there was still a good performance even though only 9.7%. This can happen because some nurse administrators try to have a strong belief, they will survive their efforts despite many difficulties and obstacles.

The results showed that nurses who have low generality will further reduce the quality of nurse performance. Generality relates to the extent to which the nurse is confident in her ability in various nursing tasks/actions. The generality referred to in this research is the belief in the ability to carry out various or all nursing action tasks, the ability to perform different nursing actions, respond well to all nursing actions to be performed, display an attitude that shows self-confidence every time you take nursing action, puts the truest self to fulfill all guidance as a nurse in charge, have persistence in achieving goals, be responsible when performing nursing actions and display an attitude that shows confidence in the entire work process as professional care.

According to Badura [4] aspects of generality or breadth, an individual can respond to various situations and conditions through a positive attitude. Individuals are strived not to be hasty or emotional in determining attitudes. It is undeniable that certain situations and conditions can easily burn individual emotions. Individuals should be able to respond to every situation and condition whether it leads to destruction wisely. In line with that, there is the notion that the best teacher is experience. It is important to position life experiences as a learning step or stepping stone to achieving the desired success as a wise move. In this study, it was found that even though the nurses at the Mitra Sejati Hospital in Medan had a low generality, there was still a good performance even though it only reached 11.3%. This can happen because some nurse administrators try to respond to various situations and conditions with a positive attitude.

The results showed that nurses who have low self-efficacy will further reduce the quality of nurse performance. This study supports previous research which states that the self-efficacy variable has a significant effect on nurse performance [8]. Self-efficacy plays an important role in organizations related to performance (Job performance). Self-efficacy is an individual's assessment of his or her ability or competence to perform a task, achieve a goal, and produce something. Self-efficacy can be said as a personal factor that differentiates each individual, where changes in self-efficacy can lead to behavioral changes, especially in completing tasks and goals. It can be seen that changes in self-efficacy have a large direct effect on personal performance [9].

Job performance is the result of work in quality and quantity achieved by an employee/staff in carrying out their duties by the responsibilities that have been given to the staff [1]. Performance is also a form of behavior displayed by individuals in the world of work, performance cannot be separated from personal/individual characteristics. One of the individual characteristics that affect performance is self-efficacy [10]. Individuals with high self-efficacy will show commitment and self-motivation to show the expected performance. This supports Bandura's opinion, that self-efficacy is related to motivation with three needs, namely the need for achievement, the need for power, and the need for affiliation [4].

Nurses who have high self-efficacy have better performance and nurses can carry out quality health services. Nurses are more committed to their work and more able to cope with the difficulties encountered in their jobs. Research conducted by Lee found that self-efficacy has a positive correlation with the performance [11]. The self-efficacy of professional nurses plays an important role in fulfilling the mission of the health system. Ghufron [12] states that self-efficacy is one of the most influential aspects of self-knowledge in everyday human life because self-efficacy influences individuals in determining actions to be taken to achieve goals, including estimates of the challenges that will be faced. When faced with a difficult situation, a feeling of high efficacy encourages a person to remain calm and seek solutions rather than contemplate one's inadequacies.

A nurse who has high self-efficacy will not easily experience stress even with a work routine that has a high level of difficulty and long working hours. A nurse who has high confidence and motivation can complete even the most difficult tasks. Nurses also believe that nurses can control threats and stressors that come both from within and from the environment so that nurses have effective coping strategies [13]. Nurses who do not have confidence can complete their tasks well, are prone to experiencing pressure because they are unable to meet the demands of their work. If work pressure starts to occur, this can cause obstacles to the process of thinking, being more emotional, and disrupting physical conditions [1]. According to Bandura [4], a stress reaction in a person occurs due to the person's low self-efficacy to control threats from an unpleasant environment, so that when faced with an unpleasant situation, they are unable to function properly.

5. CONCLUSIONS

The study shows that magnitude, strength, and generality affect the performance of nurses, self-efficacy affects the nurse performance, the most dominant variable affecting the nurse performance is the strength and self-efficacy variables used in this study affect the nurse performance in Mitra Sejati Hospital Medan by 75.4%.

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