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The Influence Of Competence, Work Environment And Organisational Culture On Nurses' Performance Related To Patient Safety At RSUD Soekardjo Tasikmalaya

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Abstract
This study aims to obtain empirical evidence regarding the influence of competence, work environment and organisational culture on nurse performance at Soekardjo Tasikmalaya Hospital. The results of this study can be used as a contribution to the leadership of the Tasikmalaya Soekardjo Hospital to improve nurse performance through improving competence and work environment and organisational culture. The research method used is descriptive and verification analysis. Data collection used is an interview using a questionnaire accompanied by observation techniques. Data collection in the field was carried out in 2019. The data analysis technique uses Path Analysis. The results showed that competence, work environment, organisational culture and nurse performance in general were relatively good. The results showed that competence, work environment and organisational culture simultaneously had a positive and significant effect on nurse performance at Soekardjo Tasikmalaya Hospital. Partially, the competency variable is more dominant in influencing nurses' performance than the work environment and organisational culture.

INTRODUCTION

Competition in the era of globalisation is increasingly felt to be getting tighter, human resource management is very important and must be considered by the company to maintain the existence of the company.... Human resources are a decisive factor in every organisation. As long as humans are involved in an organisation, it is seen as an important role as one of the elements of competitive strength, even as the main determinant. Therefore, resources must have the ability and high performance for the progress of the organisation. Resources are not only required to be professional and as a builder of service image.

The basic model of organisational behaviour is initially the concept of a simple development model, which starts at the level of individual development, then development in groups to create teamwork or groups, then development at the organisational level, humans and groups interact to create output as expected by the organisation (Tampubolon, 2014). Human resources are a source of manifestation of the integrated ability of thinking power and physical power possessed by individual behaviour and its nature is determined by heredity, environment. (Robbins, 2016) In the science of organisational behaviour, employee behaviour has a contribution in an organisation, knowledge for individuals is very supportive to make employees' ability to carry out their duties.

Health services are the right of every person guaranteed in the 1945 Constitution of the Republic of Indonesia which must be realised by efforts to increase the highest degree of public health. With the Hospital as a health care institution for the community with its own characteristics influenced by the development of health science, technological advances, and the socio-economic life of the community that must remain able to improve services that are of higher quality and affordable by the community in order to realise the highest degree of health. In order to improve the quality and range of hospital services and regulate the rights and obligations of the community in obtaining health services, it is necessary to regulate hospitals by law. This regulation is contained in Law No. 44 of 2009 concerning Hospitals.

In order to maintain the success and survival of the company, an organisation always maintains and improves its resources including preparing knowledge and skills, providing a work environment that can help efficiently and creating a culture to achieve high performance and quality from its employees (Director General of Yanmed, 2018).

At RSUD Soekardjo Tasikmalaya, it has been determined that the amount of education and training of personnel that must be achieved in 1 year is 40 hours / year. Management determines that employees participate in education and training to minimise knowledge gaps. As in the recap of the 2019 period, the achievement of health workers who have participated in education and training for medical services 82.13%, nursing 64.23%, medical support 40.09%, It can be seen from this data that there is a gap in the lack of education in providing knowledge, skills in improving competence for all health workers.

From the many incidents of errors in the services of health workers, many experts are interested in finding answers to why a human being makes mistakes. The theory pioneered by Rasmussen, J.Reason and Norman by conveying cognitive theory. According to this cognitive theory, most errors occur due to deviations in mental function. And humans as users of a tool / technology errors in performing actions are impossible to eliminate. However, the human element itself must be pursued in such a way as to minimise mistakes. This effort is done through education, skills, selection processes, motivating, instilling safety attitudes and behaviours and ensuring adherence to standards and guidelines.

In running the service, the management has guidelines for hospital by law and medical staff by law as rules, policies for running hospital operations. In addition, the completeness of facilities and infrastructure at RSUD Soekardjo Tasikmalaya refers to Permenkes no 340 of 2010 concerning Hospital Classification As a growing and developing hospital, it is still seen that the completeness is not optimal.

Safety has become a global issue, including for hospitals. Since the Institute of Medicine (1999) in the United States published a report that surprised many: 'To Err Is Human', Building a Safer Health System. The hospital patient safety standards currently in use refer to the 'Hospital Patient Safety Standards' issued by the Join Commission on Accreditation of Health Organisations in Illinois in 2002. Since 2013, it has been updated with the 2012 version of Hospital Accreditation.

Patient Safety is a global and national issue for hospitals, an important component of healthcare quality, a fundamental principle of patient care and a critical component of quality management WHO (2004). In the national scope, since August 2005, the Minister of Health of the Republic of Indonesia has launched the National Movement for Hospital Patient Safety (GNKP), then KARS (Hospital Accreditation Committee) of the Ministry of Health of the Republic of Indonesia has also compiled KP RS (Hospital Patient Safety) Standards which are included in the hospital accreditation instrument (2007 version) in Indonesia. This focus on patient safety is driven by the high number of Adverse Events (AEs) in hospitals. Hospitals in providing hospital services not only aim to prioritise quality but also patient safety.

Based on general observations, it can be seen that several factors indicate employee performance as seen from work safety indicators, namely the existence of patient safety events or incidents that occur. This phenomenon occurs in service units in hospitals where services related to patient care are provided. Patient safety incidents that Incidents, hereinafter referred to as incidents, are any unintentional events and conditions that result in or have the potential to result in preventable injury to patients, consisting of Adverse Events, Near-Injury Events, Non-Injury Events and Potential Injury Events.

The researcher considers it important that implementing regulations, technical guidelines are things that can lead to performance with good work processes and work results. The researcher saw the need to monitor performance in the implementation of patient safety by looking at the importance of reports that show true/reasonable information about events. In this case the reports are generated through established procedures and have been supported by sufficient evidence, thus creating an effective monitoring environment. .

For the occurrence of patient safety events and the low achievement of medical personnel indicators with the data mentioned above, the researcher considers it necessary to conduct research on the implementation of patient safety with the research title:. The influence of competence, work environment and organisational culture on the performance of nurses related to patient safety at Soekardjo Tasikmalaya Hospital.

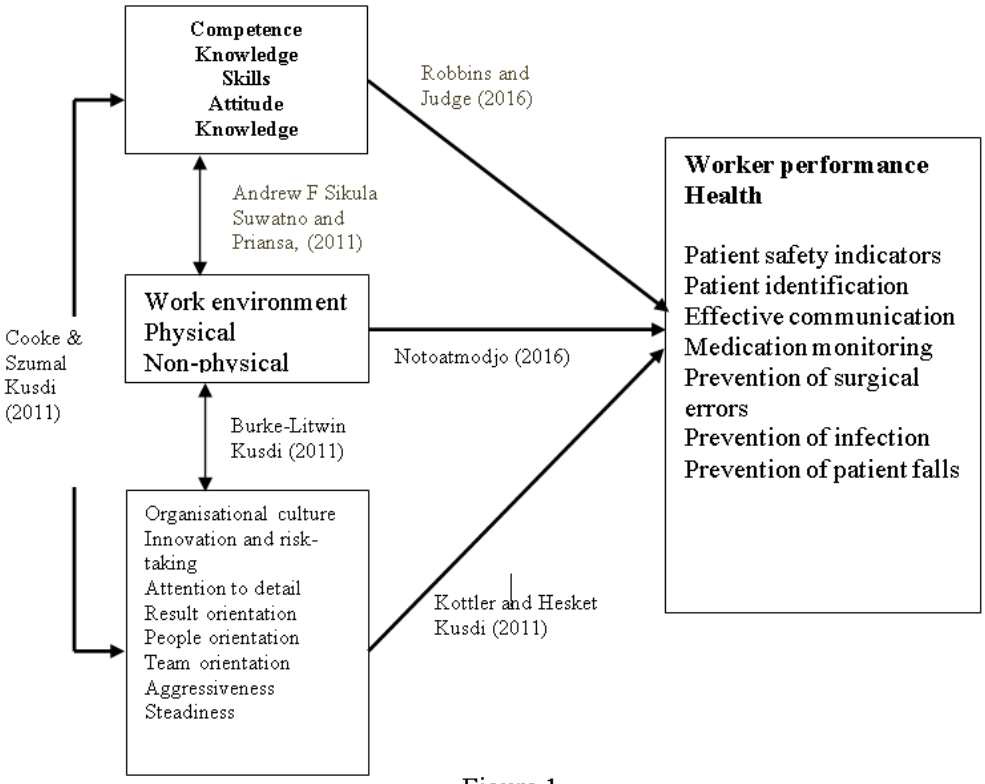

Figure 1
Research Paradigm

METHOD

Based on the type of research method based on the place of research, this research is a survey method. This survey method is used to obtain data from a certain place naturally (not bauatan) but researchers do treatment in data collection. The treatment given by distributing questionnaires (not treatment in experiments).

With the type of relationship research (associative). This design is carried out individually or simultaneously measuring both the independent and dependent variables... The research will use path analysis techniques to see directly the effect of the independent variable on the dependent variable.

Data analysis techniques in quantitative research use statistics. There are several types of statistics used, namely descriptive and verification. Descriptive analysis. In descriptive analysis, the data will be displayed in the form of tables, graphs, average calculations (mean) while verification analysis, using verification analysis in this study there is interval data that is calculated. On that basis, the analysis is carried out using parametric statistics.

RESULTS AND DISCUSSION

RESEARCH RESULTS

The Effect of Competence, Work Environment and Organisational Culture on Nurses' Performance Related to Patient Safety at Soekardjo Tasikmalaya Hospital

To examine the effect of competence, work environment and organisational culture on nurses' performance, the Path Analysis statistical test was used in this study to test the hypotheses expressed in the previous chapter. Where X1 = competence X2 = work environment X3 = organisational culture and Y = nurse performance.

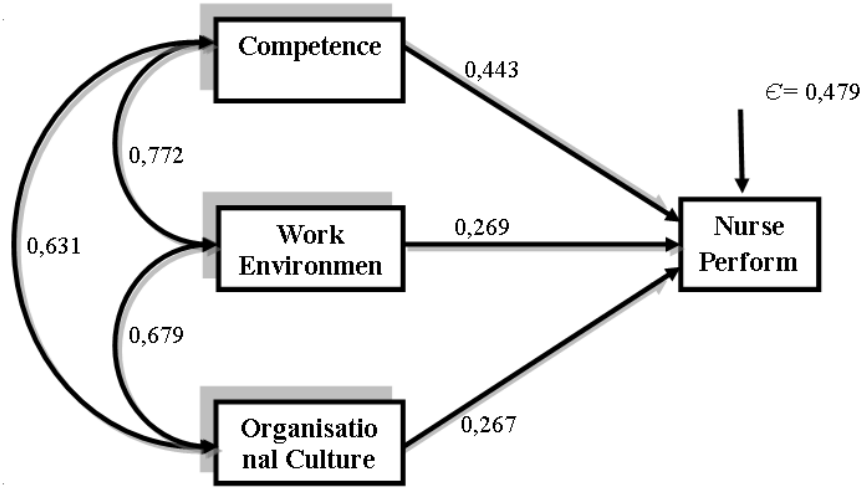

Figure 2
Structure of Causal Relationship between Competence, Work Environment and Organisational Culture to Nurse Performance

The effect of competence on nurse performance

It can be seen that the direct effect of competence on nurse performance is 19.62%. The largest indirect effect is from X1 through the X2 sub variable of 9.20%. This indicates that competence is closely related to the work environment. The total effect of competence on nurse performance is 36.28%. This shows that competence affects the performance of nurses at Soekardjo Tasikmalaya Hospital. Ability relates to the knowledge and skills a person has. Bob Dacis in Riduan (2010) skills and abilities are two important things that are interconnected where a person's ability can be seen from the skills manifested through his actions Meanwhile, according to Stoner in Notoatmojo (2016) the performance of an employee is influenced by motivation, ability, perception factors. The ability and attitude of individual variables while culture including organisational variables are elements that function to shape a person's performance in carrying out their work or duties, Robbins (2016).

The effect of work environment on nurse performance

It can be seen that the direct effect of the work environment on nurse performance is 7.24%. The largest indirect effect is from X2 through the X1 sub variable of 9.20%. This indicates that the work environment is closely related to competence. The total effect of the work environment on nurse performance is 21.32%. This shows that the work environment affects the performance of nurses at Soekardjo Tasikmalaya Hospital. The performance of a workforce or employee in an organisation or work institution is influenced by many factors, both factors from within the employee itself and environmental factors, the work itself is in accordance with Gibson in Notoatmodjo (2016).

The effect of organisational culture on nurse performance

It can be seen that the direct effect of organisational culture on nurse performance is 7.13%. The largest indirect effect is from X3 through the X1 sub variable of 7.46%. This indicates that organisational culture is closely related to competence. The total effect of organisational culture on

nurse performance is 19.47%. This shows that organisational culture affects the performance of nurses at Soekardjo Tasikmalaya Hospital.

The principle is that organisational culture can be the basis of behaviour for members of all teams and groups in achieving the active goals of the organisation. According to Kotter and Hesket in Kusdi (2011), a strong culture will correlate with organisational performance if the values contained in the culture support adaptation to the environment.

Effect of competence, work environment and organisational culture on nurse performance

It can be seen that competence, work environment and organisational culture affect the performance of nurses at Soekardjo Tasikmalaya Hospital which is 77.07% while the remaining 22.93% or the path coefficient for factors not examined in this study is 0.479 influenced by other factors not examined by the author such as work motivation.

Meanwhile, when viewed partially, the competency variable with a value of 32.80% is more dominant in influencing nurse performance than the work environment with a value of 22.37% and organisational culture with a value of 21.53%. This finding is in line with Robbins (2016), namely the ability and attitude of individual variables while culture including organisational variables are elements that function to shape a person's performance in carrying out their work or duties.

CONCLUSIONS AND RECOMMENDATIONS

Competence, work environment and organisational culture at Soekardjo Tasikmalaya Hospital are relatively good. Partially seen, the competency variable with a value of 32.80% is more dominant in influencing nurse performance than the work environment with a value of 22.37% and organisational culture with a value of 21.53%. This shows that the competence of nurses at RSUD dr. Soekardjo Kota Tasikmlaya has become a driving factor for nurses to produce good performance. Together with the work environment variables and the application of organisational culture simultaneously in achieving good performance at the Tasikmalaya Soekardjo Hospital

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