Research Paper

The Effect of Work Environment and Competence on Nurses' Performance in Majene District Hospital South Sulawesi Province

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Abstract
This study aims to test the influence of work environment and competence on the performance of nurses at Majene District Hospital, as many as 256 people using the correlation analysis method and t-test. This study found that there is a positive and significant influence of the work environment and work competence on nurse performance. The largest correlation occurs between Medical knowledge and performance of 0.711 where Medical knowledge is one of the indicators of competence, then the second largest correlation occurs between the relationship between performance and Knowledge of patients of 0.553, where Knowledge of patients is one of the indicators of competence. Overall, all indicators of the work environment and competence variables have a positive influence on nurse performance.
Keywords: *Work environment, competence, performance*

I.   Introduction

The importance of the role of nurses in the world of health as the front line in health services places a heavy responsibility on nurses to sacrifice their lives to help patients. However, heavy responsibilities accompanied by several problems faced by nurses such as increased work stress and mental and physical fatigue experienced by nurses can be a serious problem in causing errors in the provision of health services and increasing the level of morbidity and patient morality (Haddad et al., 2023). Furthermore, the problems faced by nurses can affect the decline in their performance, so it is important to find solutions on how to maintain and improve the quality of nurses' performance amidst the problems or obstacles faced by nurses.

Theoretically, performance is the appearance, the results of personnel work, both quality and quantity of individual and group performance of personnel, the appearance of work results is not limited to personnel who hold functional or structural positions but also to all ranks of personnel in the organization (Yaslis, 2005). Furthermore, performance is the result achieved by a person in carrying out tasks or responsibilities according to the size or standards applicable to each organization.

Two factors that can affect a person's performance such as good work environment and competence. A positive work environment is essential for employee well-being and organizational success. This creates a virtuous cycle where satisfied and engaged employees contribute to increased productivity, increased organizational performance, and higher employee retention rates. This is in line with the research results, Simbolon et al, (2023),Farghaly Abdelaliem & Abou Zeid (2023), Yasin, N. A., (2023) which states that the work environment has a significant influence on improving employee performance.

who stated that the work environment is a positive one. However, sometimes employees feel that they do not fit into the organizational culture even though the work environment is considered positive by general standards. If employees' values and goals are not aligned with the company culture, they may not reach their maximum performance potential. significant impact on improving employee performance. This makes several studies show that a good work environment does not significantly affect employee performance (Hasan et al., 2023; Wahyudi et al., 2023).

Another factor that can influence a person's performance is the existence of adequate competence (Masmarulan, R., & Muliati, M. (2024). Competence can influence performance because they are a collection of knowledge.

knowledge, skills, and attitudes possessed by a person to carry out tasks or work effectively (Rostini, R., et.al, 2023). This is in line with the results of previous studies conducted by Alie et al (2022), Hasan et al (2023), and Sutaguna et al (2023) which revealed that employee competence is the basic capital in forming good performance so that competence has a significant positive effect on employee performance. However, according to Septiyani & Sanny (2013) and Hidayat (2021), Competence does not affect Employee Performance because there are still companies that have characteristics that do not consider the skills and experience possessed by employees so that employee performance is less than optimal in their fields.

RSUD kabupaten Majene Provinsi Sulawesi Barat dipilih sebagai onjek penelitian,hal ini didasarkan atas representasi wilayah Provinsi Sulawesi Barat sebagai salah satu provinsi dengan jumlah perawat yang paling sedikit. Di samping itu, luas lokasi Kabupaten Majene yang mudah dijangkau secara geografis. Membahas terkait kinerja RSUD Kabupaten Majene, masih terdapat beberapa keluhan masayarakat terkait pelayanan (kinerja petugas) yang kurang/ tidak baik di sosial media.

Empirical studies at Majene District Hospital show that the disparity in nurse performance is often associated with an unsupportive work environment. This phenomenon is reflected in several cases indicating that the current less conducive work environment has hampered optimal nurse performance, such as the unavailability of adequate and up-to-date medical equipment, resulting in delays in service. This common fact shows that nurses often have to struggle with limited resources, reducing efficiency in patient care. In addition, lack of management support and poor communication among medical teams are also significant factors. This condition triggers ambiguity in tasks and responsibilities, which in turn can hinder collaboration between nurses and potentially reduce the quality of service.

Consideration of competence also raises the issue of nurse performance, that even though nurses have adequate qualifications, they still face challenges in applying their knowledge and skills effectively in practical situations, such as in emergency cases, there are reports that nurses often feel less optimistic in making decisions quickly and appropriately, even though they have received adequate training. This fact shows that there is a gap between the competencies possessed by nurses and their ability to implement them effectively in real situations in the field.

Regarding the condition of facilities and equipment, as many as 70% of nurses expressed dissatisfaction with the condition of inadequate or poorly maintained medical facilities and equipment. Management support, as many as 75% of nurses complained about the lack of support and poor communication from management. Skills and competencies, as many as 65% of nurses stated their inability to apply knowledge and skills effectively in practical situations. Motivation and involvement, as many as 80% of nurses felt underappreciated and lacked motivation to provide the best service to patients. These results indicate a decrease in nurse satisfaction with the current work environment and competence at the Majene District Hospital. This reinforces the urgency to make improvements in the work environment and nurse competence in order to improve their performance and provide better health services in the workplace.

Seeing the existing problems, facts and phenomena, it encourages the author to conduct a research study on: analysis of the influence of the work environment and competence as an effort to improve the performance of nurses at the Majene District Hospital.

II.   LITERATURE REVIEW

Nurse Performance

According to Suriana (2023), the performance of nurses is a professional workforce who has good intellectual, technical, interpersonal and moral abilities, is responsible and has the authority to carry out health service nursing care in implementing the best possible authority in order to achieve professional duties and realize the goals of the health organization unit targets without looking at the circumstances and situations of the time. Wahyudi (2016) stated that nursing performance is a series of nursing activities that have competencies that can be used and demonstrated from the results of the application of knowledge, skills and effective considerations in providing nursing care. Meanwhile, Suriana (2023) emphasized that nurse performance is the work achievement demonstrated by implementing nurses in carrying out nursing care tasks so as to produce good output to customers (organizations, patients and nurses themselves) within a certain period of time. Signs of good nurse performance are high levels of client and nurse satisfaction, zero complaints from customers.

According to Al-Homayan (2013) job performance or nurse performance is based on the effective way nurses carry out their duties and responsibilities towards patient care. Meanwhile, according to Nikolaus. N. Kewuan (2013) nurse performance is the result of a nurse's work in implementing good nursing care to patients which affects the image of the hospital or other health institutions.

Work environment

The work environment is something that exists in the environment of workers that can affect workers in carrying out each of their tasks (Nitisemito, 2003: 183)

The work environment in the sense of all conditions that exist around the workplace will affect employees both directly and indirectly. The work environment is divided into two, namely:

1. Physical environment, divided into 2 parts:
    a. Environment that is directly related to employees (work center and work chair)
    b. Intermediary environment or general environment (such as home, office, school, city and highway system).
2. The non-physical environment can also be called the work environment which influences human conditions such as temperature, humidity, air circulation, lighting, noise, unpleasant odors and also color scheme. (Sedarmayanti, 2001:21)

Nursing Competence

    In the health sector, competence generally shows professionalism and achievement in standards that are determined as a guide for carrying out clinical actions, learning, teaching, based on applicable standards in achieving health service performance (Sarita 2009). Nursing competence is the ability of nurses to perform integrated nursing actions between knowledge, skills, attitudes and assessments based on basic education and measurable nursing practice objectives according to nurse performance. Where the goal is to maintain the quality of health and patient safety (Bartlett 2010). Description of Indonesian nurse competency areas The nurse competency framework is grouped into competency areas according to PPNI (2013) as follows
a. Professional, ethical, legal and culturally sensitive practice.
b. Care givers and nursing care management.

III. RESEARCH METHOD

    The sample in this study used a saturated sampling method, which means that all populations are registered to be samples, thus the sample is 256 nurses working at the Majene Regency Hospital. The analysis method used in this study is correlation analysis and t-test. The work environment variable consists of three indicators, namely cleanliness, communication between nurses, communication between nurses and patients. The competency variable consists of indicators of medical knowledge, patient knowledge, and SOP knowledge. While the indicators of the performance variable are work quality, punctuality, and independence.

IV. RESEARCH RESULTS

Results

Table 1 Correlation

Correlations		cleanliness	communication between fellow nurses,	communication between nurses and patients.	Medical knowledge	Knowledge of patients	Knowledge of SOP.	Performance
2 cleanliness	Pearson orrelation	1	,430**	,211**	,137	,321**	,387**	,237**
	Sig. (1-tailed)		,000	,009	,063	,000	,000	,004
	N	256	256	256	256	256	256	256
communication between fellow nurses	Pearson Correlation	,430**	1	,316**	,298**	,383**	,449**	,304**
	Sig. (1-tailed)	,000		,000	,000	,000	,000	,000
	N	256	256	256	256	256	256	256
communication between nurses and patients	Pearson Correlation	,211**	,316**	1	,322**	,233**	,228**	,411**
	Sig. (1-tailed)	,009	,000		,000	,004	,005	,000
	N	256	256	256	256	256	256	256
Medical knowledge,	Pearson Correlation	,137	,298**	,322**	1	,419**	,352**	,711**
	Sig. (1-tailed)	,063	,000	,000		,000	,000	,000
	N	256	256	256	256	256	256	256
Knowledge of patients	Pearson Correlation	,321**	,383**	,233**	,419**	1	,450**	,553**
	Sig. (1-tailed)	,000	,000	,004	,000		,000	,000
	N	256	256	256	256	256	256	256
Knowledge of SOP.	Pearson Correlation	,387**	,449**	,228**	,352**	,450**	1	,345**
	Sig. (1-tailed)	,000	,000	,005	,000	,000		,000
	N	256	256	256	256	256	256	256

Performance	Pearson Correlation	,237**	,304**	,411**	,711**	,553**	,345**	1
	Sig. (1-tailed)	,004	,000	,000	,000	,000	,000	
	N	256	256	256	256	256	256	256
**. Correlation is significant at the 0.01 level (1-tailed).								

Based on Table 1. It can be seen the correlation relationship between performance and all indicators of the work environment and competence. The largest correlation occurs between Medical knowledge and performance of 0.711 where Medical knowledge is one of the indicators of competence, then the second largest correlation occurs between the relationship between performance and Knowledge of patients of 0.553, where Knowledge of patients is one of the indicators of competence. Overall, all indicators of the work environment and competence variables have a positive influence on nurse performance.

Table 2. ANOVAª

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	82,139	2	42,570	18,489	,000ᵇ
	Residual	329,449	222	2,619		
	Total	404,588	224			

a. Dependent Variable: Performance

b. Predictors: (Constant), Work environment, competence

Table 3. Coefficientsª

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7,585	1,257		5,690	,000
	Work environment	,175	,087	,174	3,212	,028
	Competence	,356	,086	,363	5,768	,000

a. Dependent Variable: Performance

From the Anova test seen in table 2, it is proven that the work environment and competence both simultaneously influence the performance of nurses with a calculated F value of 18.489 > 2.68. Furthermore, based on table 3, the formulation is obtained

$Y = 7,585 + 0,175X_1 + 0,356X_2$

1. The constant of 7.585 means that if the work environment and competence are 0, then the nurse's performance (Y) is 7.585
2. If the work environment increases by 1 unit, then the nurse's performance will increase by 0.175 units assuming that other independent variables have a fixed value
3. If competence increases by 1 unit, then the nurse's performance will increase by 0.356 units assuming that other independent variables have a fixed value.

V.   Discussion
Work environment influences nurse performance

From the results of the study it was found that the work environment has a positive and significant effect where t count> t table or 3.212> 1.69. The work environment has a very important role in the performance of nurses. Factors in the work environment can affect the welfare, motivation, and effectiveness of nurses in carrying out their duties. There are many reasons why the work environment is important for the performance of nurses, including ; A safe and healthy working environment ensures that nurses are protected not only from physical harm but also from prolonged stress. A workplace that is free from infection risks, has ergonomic protection, and good safety procedures will help nurses work more calmly and focused. Nurses need quality medical equipment and facilities to perform their duties effectively. An environment that provides adequate and well-functioning equipment supports optimal performance and reduces the likelihood of errors. A supportive and collaborative work environment boosts nurse morale and facilitates teamwork. Support from coworkers, superiors, and other medical teams is essential to overcoming daily challenges and increasing job satisfaction.

The results of this study are in line with research conducted by Ghofar, A., & Azzuhri, M. (2012), Lestary, L., & Chaniago, H. (2017), Sofyan, D. K. (2013). And Sunarsi, D., Wijoyo, H., Prasada, D., & Andi, D.

(2020). They have the same opinion that a good work environment not only improves nurse performance but also has a positive impact on the quality of patient care and the overall operational efficiency of health facilities.

Competence affects nurse performance.

From the results of the study, it was found that competence has a positive and significant effect on nurse performance where t count> t table or 5.768> 1.69. Competence does have a significant effect on nurse performance because nurse competence covers various aspects, such as clinical knowledge, practical skills, communication skills, and professional attitudes**.** Nurses who are competent in clinical knowledge and technical skills are able to provide more accurate and effective care. They can perform medical procedures correctly, identify and treat patient health problems appropriately, and make better clinical decisions, in addition nurses who feel competent in their tasks tend to have higher self-confidence, which has a positive impact on their job satisfaction. This confidence also influences how they interact with patients and coworkers, creating a more positive work environment. Competence helps nurses work more efficiently, reducing the time it takes to complete tasks and minimizing errors. This contributes to the overall productivity of the medical team and reduces unnecessary workload. In emergency or crisis situations, nurses who are highly competent are able to make quick and appropriate decisions. They can better manage stress and provide effective interventions to save lives or prevent further complications.

Previous studies that are in line with the results of this study are Kartika, L. N., & Sugiarto, A. (2014), Mulyasari, I. (2019), Pasae, P., Lawalata, I. L., Anshar, M. A (2012), and Donatus Adi Kurniawan, G. (2018). They argue that overall, nurse competence greatly influences their performance and its impact on the quality of care provided. Investment in training and development of nurse competence is not only beneficial for them individually but also to improve the standard of care and patient health outcomes.

VI.   CONCLUSION

Work environment and competence are two key factors that greatly affect nurse performance. Overall, a conducive work environment and good competence complement each other and contribute to improving nurse performance. To achieve optimal results, it is important for healthcare institutions to create a supportive work environment while ensuring that nurses have access to ongoing training and professional development**.**

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