

Efforts to Improve Commitment and Nurse Performance in Providing Nursing Care through Organizational Culture at Lavalette Hospital in Malang Indonesia

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Abstract: *The organization is a collection of people who have different backgrounds, values and cultures . In addition to culture, commitment and performance are parts of the organization to achieve its goals. In relation to these matters, it is necessary to strive for a method as an effort to increase commitment and performance through organizational culture. This research type is correlation with cross sectional approach . The purpose of research is to analyze the relationship between organizational culture with nurses commitment and performance in providing nursing care . This research is useful as an effort to increase the commitment and performance of nurses in providing nursing care. The research hypothesis is: there is a relation of organizational culture and commitment and performance of population is all nurse who work in care room of Lavalette Hospital Malang with sample number 100 responden. The analysis is done univariat and bivariate. Univariate analysis is performed for descriptive analysis on dependent variable bivariate analysis is done to know organization organization relationship to nursing commitment and performance. Analysis using the SPSS version 17 program , using Pearson test with significance level $\alpha = 0.05$. The result of the research shows that there is a significant correlation between organizational culture and nurse performance with $p \text{ value } 0.000 < \alpha 0.05$ and there is no organizational culture relationship with nurse commitment with $p 0.548 > \alpha 0.05$. Recommendation of this research is recommended for nurse especially hospital of Lavalette Malang to instill values that can be made organizational culture to increase commitment or agreement and also performance of nurse in giving nursing care.*

Keywords: Commitment, Performance, Organizational Culture

1. Introduction

Performance is the result of work in quality and quantity achieved by a pagawai in carrying out its duties in accordance with the responsibilities given accompanied by a standard work that has been determined. In the field of nursing service nurse performance should be improved so that the quality of care services provide satisfaction to the patient. K inerja can be measured through a performance assessment. . Performance assessment, especially nurses in providing nursing care is used nursing practice standard which is a guideline for nurses ie on the documenting process of nursing care. . To get the optimal performance requires a commitment. K work is part of the commitment of the organization achieve its goals. . Commitment can increase productivity on employees with do various businesses. Sem akin high commitment of employees, increasingly great efforts also made in carrying out the work. And the higher the employee commitment, the longer he wants to remain in the organization (Mowday, et al , in Luthans, 2006). Nowadays in the hospital often found patient complaints on the performance of nurses who can not provide satisfaction in patients. Standart work is available but the nurses work out of proportion to the procedure and as a result malpractice occurs. Also in the documentation is still considered something that is not important. Documentation of nursing care is a proof of nurse's performance and is a nurse's accountability as well as one of the nurse's performance appraisal tools. Nowadays in the hospital often found patient complaints on the performance of nurses who can not provide satisfaction in patients. Standart work is available but the nurses work out of

proportion to the procedure and as a result malpractice occurs. Also in the documentation is still considered something that is not important. Documentation of nursing care is a proof of nurse's performance and is a nurse's accountability as well as one of the nurse's performance appraisal tools. The nurse's commitment is still low to change it.

Improved performance and commitment required a culture or culture that is instilled by the organization that is from the leadership to the staff. Strong organization give employees a clear understanding of the tasks given by the organization, it has a great influence on the behavior of its members, because of the high level of togetherness. Organizational culture can also provide loyalty and commitment together . Organizational culture is influenced by all the things that happen in an organization. If an organization wants to succeed in realizing the ideals and goals of the organization in accordance with the vision and mission of the organization as a whole and perfect then needed a reliable individual as Human Resources (HR) capable of leading the organization. Therefore within the organization by itself has a culture within the organization. Organizational culture is formed from the culture of society that enters through the organizers as well as members after internalization of internalization within the organization and ultimately becomes a formal part of the organization (Sobirin: 24).

Organizational culture is a set of system values, beliefs, assumptions or norms that have been agreed and followed by the members of the organization as a guideline of behavior and problem solving organization .. In order for

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HR can be optimal and have a high loyalty then the organization must be able to create culture organization that is conducive and fun. so that the human resources that have formed the quality can be maintained and have high work performance / performance .

According to Stinger in Wirawan; 2008 organizational culture as a form of collection and environmental patterns that determine the emergence of motivation, as well as focus on perceptions that are reasonable or judgmental, thus having a direct influence on performance and commitment.

Some research results and also studies on organizational culture, commitment and performance i.e. Suhadi reveal research results. Prayitno (2015) on the Influence of Understanding organizational culture and Organization on the performance of nurses in Installation of Inpatient at Aisyah Madiun Islamic Hospital shows there is influence understanding organizational culture on nurse performance. In addition, a similar study by Destria Elfiani (2014) with Title Influence Motivation, Organizational Culture and Organizational Commitment to the Commitment of Nurses in RS Dr, Moewardi Surakarta and obtained there is effect of motivation, organizational culture of the nurses' work . In connection with the above problems it is necessary a study to analyze the relationship of organizational culture with commitment and performance of nurses in providing nursing care.

2. Methods

Research design is using correlation design with Cross Sectional approach that is research design by doing measurement or observation at the same time (Hidayat, 2007). In this study the population is taken are all nurses who work in the treatment room Lavalette Hospital Malang with the number of 525nurses. With a large sample 20% of the total population ie 100 respondents according to inclusion criteria. Sampling technique used Probability Sampling technique type " ClusterRandom Sampling " is the method of sampling by using a framework consisting of clusters (Yasril and Kasjono; 2009; 41) . Place of Research at Lavalette Hospital Malang. Techniques used in data collection in this study is a questionnaire for the variable of organizational culture, commitment and performance. For performance other than with questionnaires with closed questions, the collection of performance data by observation of nursing care documentation. The organizational culture measured in this study is present Values and tips of nurses in giving nursing care: self-introduction, admonish slg appreciate, responsible, friendly, present on time, vision-mission with ordinal data scale with scoring TP (Never) if the statement is 0 - 25% , J (Rarely), if the process is 26% - 50% . S (Often), if the statement is made 51% - 75% . SL (Always), if the statement is made 76% - 100% . there are 2 (two) variables of commitment that is measured is affective commitment that is someone want to remain in organization with ordinal data scale with score of Very Not Agree (STS): Score 1, Less Agree (KS): 2.Netral Score (N): Score 3 Agree (S): Score 4. Strongly Agree: Score 5. ongoing commitment is the economic value to remain in organization with ordinal data scale and normative commitment is the attachment of a person to persist in the organization for moral / ethical

reasons with ordinal data types and scoring equals score on affective and normative commitment variables . Variable performance with nurse suitability in providing nursing care from the accuracy of care in making treatment plans with ordinal data scale . For vsrisbel filled nurses with TP scoring (Never) if the statement is 0 - 25% , J (Rarely), if the request is done 26% - 50% . S (Often), if the statement is made 51% - 75% . SL (Always), if the statement is made 76% - 100% . and for the observational performance of the researcher with score 1 scorer when done and (0) if not done. After that dilakulakn tabulation of respondents' answers and from the observations of the researchers then the three variables conducted descriptive analysis with the percentage and categorized high, medium and low. Before processing the data, first done the validity and reliability of data. This is done with the aim of keeping that the information obtained is valid and trustworthy. V alid itas and reliability conducted by way of data normality test. To analyze the relationship of organizational culture with nurse performance and commitment and performance, bivariate analysis of chi square test was used . Meanwhile, to analyze the organizational culture variable and commitment with performance used analysis multiple regression / multiple regression using computer aid with SPSS 17.0 program. Before the research is done, the researcher will take care of "Ethical Clearance" which will be included when the research is done. The purpose of ethical clearance is to provide an ethical consideration in a study to protect the participants or subjects involved in the study. Important ethical considerations to be considered are self-determination (informed consent), anonymity and confidentiality. The Ethical Clearance test was conducted by a team of ethics committees at the National Health Polytechnic of Malang at national level and from the test, the ethical team stated and agreed that this research did not violate the ethics in the research.

3. Result

Data collection related to the general data of respondents and cultural data, commitment and performance. General data includes age, education, length of service and marital status. While the specific data is the cultural oragnisasi, commitment includes affective commitment, continuous and normative. Performance includes the performance of nurses in providing nursing care ie assessment, nursing diagnosis, nursing implementation plan nursing and nursing evaluation.

Table 1: Characteristics of Respondents by Age At Lavalette Hospital

No.	Information	Number	Percentage (%)
1.	Age of Implementation (22 - 25 years)	26	26%
2.	Age of Stability (26-35 years)	44	44%
3.	Age of Consolidation (36 - 43 years)	20	20%
4.	Retirement Age (Age 55 years)	10	10%
	Total	100	100

Based on Table1. It is known that Age of Respondents in the age group of stabilization as much as (44) 44% and there is (10) 10% in the retirement group

Table 2: Characteristics of Respondents Based on the Old Work at Lavalette Hospital Malang 2016

No.	Length of working	Number	Percentage (%)
1	<3 years	2	2%
2	> 3 years	30	30%
3	Abstain	68	68%
	Total	100	100%

Based on table 4.2 it is known that the length of work of respondents 68 (68%) with the working period > 3 years and there are 2 (2%) do not write the working period

Table 3: Characteristics of Respondents by Education

No.	Education	Number	Percentage (%)
1	SPK	3	3 %
2	Diploma III of Nursing	65	65 %
3	Diploma IV of Nursing	5	5 %
4	SI Nursing	27	27%
	Total	100	100%

Based on diagram 4.3. It is known that Education respondents 65 (65 %) Diploma III Nursing and 3 (3%) SPK

It is known that 67 (67%) are female and 33 (33%) male

Table 4: Characteristics of Respondents Based on Marital Status at Lavalette Hospital Malang Year 2016

No.	Marital status	Number	Percentage (%)
1	Single	28	28%
2	Married	70	70%
3	Abstain	2	2%
	Total	100	100%

Based on Table 4 It is known that 70 (70%) of respondents are married and 2 (2%) of respondents did not answer.

Table 5: Result of analysis of Organization Culture Relation to Performance at Hospital Lavalette Malang Year 2016

Variables	Number of Respondents (n)	Pv Sig. (2-tailed)	Conclusion
Culture	100	0.000	Pv <0.05 Ha accepted
Performance	100		

Based on Table 4.4. it is known that the value $p_v = 0.000$, when compared with the value of $\alpha = 0.05$ then $p_v (0.000 < \alpha (0.05))$ which means H_a accepted and H_o rejected. Hence it can be concluded that with 95% confidence level shows the result that There is a significant relationship between Culture Organizations with Performance.

Table 6 Relationship Analysis of Organizational Culture Variables with Commitment at Lavalette Hospital Malang Year 2016

Variables	Number of Respondents (n)	Pv Sig. (2-tailed) Pearson Correlation	Conclusion
Culture	100	0.548	Pv <0.05 Ha rejected
Commitment	100		

Based on table 4.5. note that the value of $p_v = 0.548$, when compared with the value of $\alpha = 0.05$ then $p_v (0.548 > \alpha (0.05))$ which means H_o accepted and H_a rejected. Hence it can be concluded that with 95% confidence level shows the

result that No Relation between Organizational Culture with Commitment

4. Discussion

From result of hypothesis test analysis show that there is no relation between organizational culture with commitment. organizational culture is important to explore the strengths that exist within the organization. Organizational culture arises as a result of interaction someone with his work. With others and with their environment within the organization derived from a set of values and norms that help the organization understand all matters related to the workplace. Organizational culture is often also called an organizational climate where the organizational culture resides in the work environment of the members of the organization and can shape the behavior of members of the organization. With the formation of good behavior will affect the performance. Culture facilitates the birth of a commitment to something greater than self-interest. As revealed by Luthan (1998) culture generates and enhances commitment to mission. It is also supported by the characteristics of respondents of age and education. In terms of age, respondents in the age category of stabilization which means an age where individuals are in career path. Work is part of a fun individual .. And also supported the age of respondents in the age category of the implementation of the age where the new individuals begin to feel the real work. organizational culture is important to explore the strengths that exist within the organization. Organizational culture arises as a result of interaction someone with his work. With others and with their environment within the organization derived from a set of values and norms that help the organization understand all matters related to the workplace. This can be seen from the respondents' answers that most of the respondents have a low commitment. This is supported by the characteristics of respondents who still have educated SPK and age nurses are often found over 43 years. Age 43 years old can be said tetpi productive age for commitment or commitment is low. At this age on the classification based on career development is the pension age category so that it will affect the commitment. In addition there are still many nurses who work less than 3 years. This is an indicator a person does not feel has a workplace organization. Not always a low commitment will result in low performance as well because performance is the work that must be shown to obtain financial or salary / wages. Commitment is very important to be formed to produce optimal performance. In this study different from previous research that for continuous commitment and normativ with low yield but the performance of nurse result very satisfy / high. In this study deliberately discussed in detail for the type of commitment because in the absence of commitment from each HR, the goals of the organization is not achieved. And from the descriptive analysis though continuous commitment and normative low but high performance results. In previous studies always resulted from a descriptive analysis that high commitment and influence on performance. In the continuous commitment, most nurses in the category of lack of attachment to the workplace but they are required to carry out their work properly and performance assessments that can be seen is nursing documentation.

In addition, the values of Organizational Culture can be incorporated at the time of selection roses is to provide information to prospective nurses about the values to be embraced by prospective nurses. The formation of organizational culture through the selection process can uniform and disseminate the values of an organization to employees so that employees will be motivated to work optimally in accordance with what is expected by the organization. The second step is the actions of top managers (leadership) who will have a great influence on organizational culture. By knowing the characteristics of respondents is not difficult to socialize the organizational culture. This is supported by the most nurse education data is the three nursing diploma, which means that the education is in the category of professional nurse and also 27% nurse at Lavalette hospital with S1 nursing degree. While the working lives of respondents (68%)> 3 years. This socialization allows members to adjust to the environment, work and other members of the organization so as to foster a nurse commitment that can improve the overall performance of the organization.

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