

The Effect of Training, Work Environment and Work Motivation on the Performance of Nursing Staff at RSUD Lubuk Basung

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ABSTRACT

This article aims to analyze the effect of Training, Work Environment and Work Motivation on the Performance of Nursing Staff at RSUD Lubuk Basung. The research uses quantitative approach. The method that is used in this research is Path Analysis. In This research, researches will take the nurses who work at RSUD Lubuk Basung in total 102 person. The sample of this research is all nurse who work at RSUD Lubuk Basung that have been PNS in total 102 person. Based on theory and structure of conceptual above, so hypothesis of this research are : 1) Training affect significant toward performance of nurses of RSUD Lubuk Basung, 2) Work Environment affect significant toward performance of nurses of RSUD Lubuk Basung, 3) Work Motivation affect significant toward performance of nurses of RSUD Lubuk Basung, 4) Training affect significant toward Motivation of nurses of RSUD Lubuk Basung 5) Work Environment affect significant toward Motivation of nurses of RSUD Lubuk Basung, 6) Training affect significant toward performance through work motivation of nurses of RSUD Lubuk Basung 7) Work Environment affect significant toward performance through work motivation of nurses of RSUD Lubuk Basung

Keywords: *Performance of nursing staff, Training, Work Environment, Work Motivation*

1. INTRODUCTION

A great organization which has a positive image for the community will not neglect some aspects of the quality of its human resources. Thus, employees are the greatest assets that must be improved in order to achieve these goals. According to Jalagat (2016) performance is an employee who contributes both positively and negatively to the achievement of organizational goals. Thus employees are considered as valuable assets for the organization to achieve organizational goals,

and employee management must be an important concern for managers.

Employees with good performance will benefit the organization and make the organization have a positive image for the community. Motowidlo & Kell, (2018) states that employee performance is very important in every organization to achieve its goals, so that each organization makes various efforts to improve it. High performance is one of the needs that everyone wants to achieve in work. The performance of each employee is not the same, this is because every employee has a

different ability and willingness to carry out the work.

One of the most fundamental factor in improving the sustainable performance of nursing staff is to do the training. The training provided can be in the form of capacity building in day-to-day operations or can be in the form of additional capabilities that are still new to nursing staff in the organization. Management must know the strengths and weaknesses they have, so they can evaluate and choose nursing staff training programs that suit their needs. The results of the performance appraisal can also provide criteria for selecting a nursing staff training program that meets the needs and for evaluating training programs that are appropriate to the needs of the nursing staff. If the training program provided is in accordance with the needs of the nursing staff, the ability in the form of nursing staff competencies will increase so that it will affect the performance of the nursing staff.

The effort to improve performance can be done in various ways, one of which is by conducting training programs. Based on Law Number 13 Year 2013 Article 1 Paragraph 9 states that training is the whole activity for members, obtaining, improving, and productivity, developing work competence, attitude, discipline & work ethic at certain skill and expertise levels according to levels and occupational and & job qualifications.

Apart from training, one of the actors that influences employee performance is the work environment. Chandrasekar, (2011) both physical and psychosocial environmental factors will lead to improved performance. Research conducted by Khan, Parveen, Naeem, & Sohail, (2011) stated that the impact of work environment and infrastructure on employee performance concludes that the work environment has a positive and significant effect on employee performance.

Work environment is one of the important factor in creating the performance of nursing staff, because the work environment has a direct influence on the nursing staff in completing work which will ultimately improve

organizational performance. The work environment is ideal when the nursing staff can carry out activities optimally, safe, comfortable, healthy, safe, and comfortable, on the contrary, if the work environment is inadequate and not supportive to work optimally it will make the nursing staff become lazy, get tired quickly so that the performance of the nursing staff will be low.

The next factor that influence performance is a work motivation. Armstrong dan Baron (1998:16-17) suggest that performance can be influenced by personal factors, including individual skills, competencies, motivation, and recruitment. Highly motivated employees will work earnestly to achieve good work results. To improve the performance of nursing staff, nurses must have high motivation so that the main objectives of the organization can be achieved. Motivation is suspected as one of the factors that influence the good or bad performance of nursing staff. Based on research results Ek & Mukuru, (2013) shows that work motivation affects employee performance. Research resulted by Ibrahim & Brobbey, 2015; Shahzadi, Javed, Pirzada, Nasreen, & Khanam, (2014) work motivation affects employee performance.

Based on the background above, the authors are interested in studying more deeply to see the "Effect of Training, Work Environment and Work Motivation on the Performance of Nursing Staff at RSUD Lubuk Basung.

1.1. Performance

The performance of an employee in an organization is needed for the success of an organization. Performance is the result of quantity & quality of work achieved in carrying out their duties in accordance with the responsibilities given to employees (Mangkunegara, 2011: 67). Performance is a comparison between work results and work standards set by the organization (Dessler, 2006:327).

Jalagat (2016) performance is a employee behavior that contributes positively or

negatively to the achievement of organizational goals. Performance can be interpreted as the quality and quantity of work achieved by the workforce in carrying out their duties in accordance with the responsibilities given to them (Gibson: *et al*, 2003).

Employees performance mean that as work achievement that have quality and quantity which are reached by the employees in doing their duty based on the responsible given to them. The performance of employees area able to see from how the way the nurses treat the patient. It means that are it has been appropriate with the service standard.

1.2. Training

Training given by the company to employees will affect employee performance. Understanding of training according to Dessler (2009: 263), training is to provide the basic skills they need to carry out their work. Training is an effort to improve the quality of employees in the world of work. New and experienced employees need to take part in training because job demands can change due to changes in the work environment, strategies, and so on.

Furthermore according to Rivai (2009: 222) states that training is a learning process to acquire and improve skills outside the prevailing education system that prioritizes practice over theory.. Meanwhile, according to Byars AndRue (2008: 161), training is the acquisition of skills, concepts, rules, or attitudes to improve employee performance. The training process will improve skills, concepts, abilities, attitudes to improve employee performance.

1.3. Effect of Training on Performance

Employee training has an effect on employee performance. Employees who receive training and in accordance with their area of work will improve their performance. Work-appropriate training will make it easier for employees to work because of the training employees already have the knowledge in carrying out their duties.

Proposition 1: Training is associated with performance

1.4. The Effect of Training on Work Motivation

An employee's training can affect employee work motivation. Training will change employee behavior for the better including motivating employees to work better. Based on the results of research K. D. R. Dewi et al., (2016) shows that training has a positive and significant effect on employee motivation. In line with the results of the study, the research results of Indrawan et al., (2013); Jayasman, (2013) shows that there is a positive and significant influence of training on employee performance.

Proposition 2: Work environment is associated with work motivation

1.5. Work Environment

The work environment is one of the factors that support the smooth operation of the organization, especially in services. The work environment will have a direct effect on employees, because with a good work environment, supporting employee comfort, and the smooth running of employee activities will affect the delivery of service to customers.

According to Sell & Cleal, (2011) work environment is everything that is around the employee that can affect him in carrying out work, such as cleanliness, music, lighting and others. A pleasant work environment can include workplaces and active facilities that speed up service workers, also include working relationships among employees and relationship with the leaders. The preparation of office equipment in the right location and workplace settings (office space layout) is a significant factor in working for employees.

Work environment is the overall tools, materials, work methods, and work arrangements faced by the surrounding environment where someone works that can influence an employee in carrying out tasks that can affect performance. The health work environment is the environment is able to affect, support and give motivation to someone to work optimally based their profession. However, work environment has subjective character, because the differences of

perspective. Work environment can be distinguished in to part, Work Physical and non Physical

1.6. The Effect of Work Environment on Performance

The influence of the work environment is something that should not be ruled out by the organization because it will have an impact on the performance of employees that affect the organization. There is a direct and indirect influence between the work environment and performance.

The result of S. K. P. Dewi & Laras, (2014) research states that there is an influence of the work environment on performance. Research result Samson & Waiganjo, (2015) work environment significantly affects performance. besides that the psychosocial work environment has a significant influence on performance, but the physical work environment does not have a significant effect on performance. Massoudi, Salah, & Hamdi, (2017) The results also showed that the work environment had a significant influence on employee performance.

An adequate work environment can increase the concentration level of employees at work, and these conditions will increase the level of employee productivity. Physical and non-physical work environments provide support for improving employee performance. Even a flexible workplace model is an example of a supportive work environment. It means that workplaces that are adapted to situational conditions relating to employees as well as the characteristics of the work being handled by employees.

Proposition 3: Work environment is associated with performance

1.7. Work Environment on Performance Mediated By Work Motivated

Jayaweera (2015) stated that a good work environment will increase performance motivation. Jayaweera (2015) research

results also show that a good work environment and good work motivation will improve performance. According to Agbozo et al., (2017) work environment is one of several important factors that influence the level of job satisfaction and employee motivation.

Proposition 4: Work environment is associated with work motivated mediated by performance

1.8. Work Motivation

Gelard & Rezaei, (2017) work motivation is an internal drive that causes behavior change and moves towards organizational goals. According to Rivai dan Sagala (2011:837) motivation is encouraging individuals to take the actions they want.

Based on the explanation above, it can be concluded that work motivation is a strong desire of an employee to carry out activities that are directed, sustained, and consistent with the employee's.

1.9. The Effect of Work Motivation on Performance

Motivation is something in a person that drives his desire to carry out certain activities to achieve goals (Handoko 2003: 252). With the motivation it will bring up the enthusiasm for the employees, so that motivation can affect employee performance. According to Wagner dan Hollenbeck (2009:81), someone who is motivated to work will continue to want to learn new things to improve his work performance.

Robbins (2007:84) states that motivation is a process that plays a role in the direction, intensity, and efforts of individuals to achieve goals. Based on the results of research Ek & Mukuru (2013) shows that work motivation affects employee performance. Ibrahim & Brobbey (2015); Shahzadi et al (2014) The results also showed that work motivation affects employee performance.

Proposition 5: Work motivation affects performance

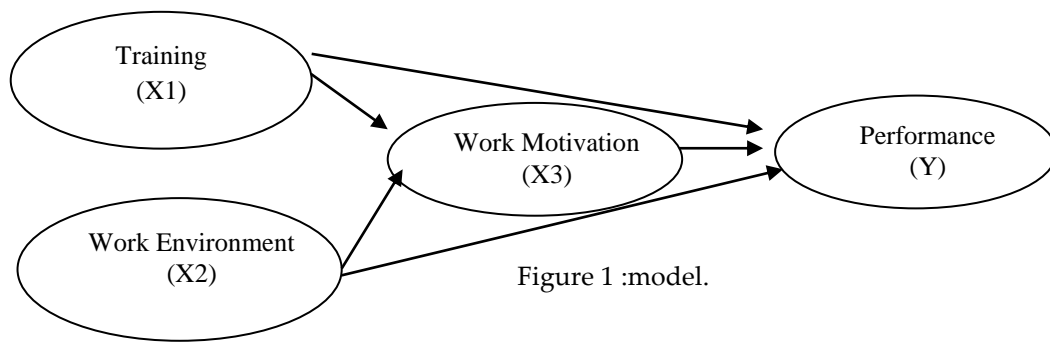


Figure 1 :model.

2. METHODS

2.1. Type of the research

Based on the back grown of the research and the purpose of the research, it uses quantitative approach. The researches will focus in hypotheses testing to get generally in explaining of phenomena in relationship between variable that is submitted. The method that used in this research is path analysis. Path Analysis is the Statistic analysis method is used explain the direct and indirect effect between exogenous research variable and endogenous. The variable in this research is Training (X1), Work Environment (X2), Motivation (X3) and Performance (Y).

2.2. Population and Sample

Population is the total number of person in habiting a area or district. In This research, researches will take the nurses who work at RSUD Lubuk Basung in total 102 person. The sample of this research is all nurse who work at RSUD Lubuk Basung that have been PNS in total 102 person. Thus, the method in taking the sample of this research is total sampling.

3. CONCLUSION

Based on management of human resources, performance is the result that is resources from the activity which has been done by someone in doing activity. Research on performance in an organization is a very important study. Indicators of performance in RSUD Lubuk Basung are as follows: (1) nursing assessment, (2) nursing diagnosis, (3) nursing planning, (4) nursing actions, (5) nursing

evaluation, (6) nursing care records, (7) confidence in completion work and follow-up, (8) level of employee attendance, and (9) ability to work together. In Getting maximum result there some factor effect. This article was created to describe the relationship between the X1 (Training), X 2 (Work Environment), X 3(Motivation) and Y (Performance). Based of the previous research shows that training, work environment and motivation gives positive impact toward performance. It is expected that with this research variable X1, X2, X3 also gives impact toward Variable Y.

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