



Factor Analysis of Nurses' Performance During the Covid-19 Pandemic in the Isolation Room of Sidrap

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ABSTRACT

In health services, especially in the current conditions of the Covid-19 outbreak, nurses have several roles, namely as caregivers which is the main role where nurses will be actively involved 24 hours a day in providing nursing care in clinical service settings such as in hospitals. Apart from that, nurses also have a role as educators, where they act as a team of educators who provide education to patients, families and the community. The aim of this research is to analyze the influence of workload, anxiety level, and work environment on nurses' performance during the Covid-19 pandemic in the Isolation Room at Sidrap District Hospital. This research is quantitative research using a survey assessment approach with a cross-sectional design, namely research by studying the correlation between risk factors and the effects they cause by conducting an approach, survey or collecting data at one time. Based on the results of the research and data processing that has been carried out, it is concluded that there is an influence of workload, compensation, leadership on the performance of nurses during the Covid-19 pandemic in the Isolation Room at Sidrap District Hospital.

Keywords: Factor Analysis, Nurse Performance, Covid-19 Pandemic Period, Isolation Room, Hospital

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1. Introduction

Health workers as human resources in carrying out health services in hospitals are an important resource and are really needed to achieve optimal performance (Sabarulin, 2013).

The performance of nurses as the spearhead of health services is very important to maintain and improve the quality of health services. Good nursing performance is a bridge in ensuring the quality of health services provided to patients, both sick and healthy. Nurse performance is actually the same as work performance in the company. Nurses want their performance to be measured based on objective standards that are open and communicable. If nurses are cared for and appreciated with superior esteem, they will be more motivated to achieve higher levels of achievement (Girsang, 2019).

In accordance with Law Number 38 of 2004 concerning Nursing, the role of nurses in the form of nursing care is a series of interaction processes between nurses and sufferers and their environment to achieve the goal of meeting the sufferer's needs and independence. Nursing staff are one of the frontline health workers, because they are the first point of contact in caring for Covid-19 sufferers and have the most intense contact with patients every day, however the Indonesian National Nurses Association (PPNI) stated that the availability of nurses to care for infected patients is still very low. Especially to face the peak of the spread of Covid-19 (Arief, 2020).

In health services, especially in the current conditions of the Covid-19 outbreak, nurses have several roles, namely as caregivers which is the main role where nurses will be actively involved 24 hours a day in providing nursing care in clinical service settings such as in hospitals. Apart from that, nurses also have a role as educators, where they act as a team of educators who provide education to patients, families and the community. Nurses play a role in strengthening the public's understanding of what and how Covid-19 is, prevention and transmission, as well as how to increase public knowledge about the signs and symptoms. This is done in order to increase the sense of crisis, so that people become alert and implement preventive behavior and live healthy lives, and not panic. Apart from the above roles, nurses also play a role in helping reduce stigma for patients





and families who test positive for Covid-19. In general, nurses have a very important role in terms of promotive, preventive and nursing care services in conditions of the Covid-19 outbreak whose end cannot be guaranteed (Jiang, Broome and Ning, 2020).

Nurse job satisfaction as an expectation in a person's job and a place that employs nurses such as a hospital as a contribution in accordance with the achievement of a person's personal goals that make a nurse feel responsible and satisfied with their work, not only depends on the nature of the work but also on expectations. from their work in the hospital. Job satisfaction therefore becomes a function of the perceived difference in actual performance. In nurses job satisfaction is also an enduring belief, guiding attitudes, individual judgments, and behavior. The impact of job satisfaction tends to focus on nurse performance (Fitrianasari et al., 2017).

Employee job satisfaction will arise if disturbing or inhibiting factors such as work character, colleagues, working conditions, salary, wages, promotions, leadership, and justice for employee rights can be met in accordance with expectations (expectations). All employees who work in an organization will generally experience a process of recruitment, selection, placement and career advancement according to the programmed path. In this selection process, employees who are accepted usually want a high career path, a fair salary system and humane management treatment are the expectations during their work. While an employee is working, they can feel satisfied or even very satisfied with one particular aspect but may very well be dissatisfied with one or more other aspects (Sunarta, 2019).

Nursing practice is the action of professional nurses through collaboration in the form of collaboration with clients and other health workers in providing nursing care or in accordance with the environment, authority and responsibility.

2. Research Method

This research is quantitative research using a survey assessment approach with a cross-sectional design, namely research by studying the correlation between risk factors and the effects they cause by conducting approaches, surveys or collecting data at one time.





3. Results And Discussions

a. Result

1. Analisis Univariat

a) Respondent Characteristics

The general characteristics of the respondent are characteristics that are inherent in the respondent. Respondent characteristics displayed include gender, age, highest level of education, length of work, shifts/working time, and marital status. The respondents in this study were respondents who were selected as informants who could provide information according to the research, namely 40 nurses in the isolation room at Sidrap District Hospital, with the following characteristics:

Table 1
Distribution of Respondent Characteristics in Isolation Rooms
Sidrap District Hospital

| Respondent Characteristics | N | % |
|----------------------------|----|-------|
| a. Gender | | |
| Man | 19 | 47.5 |
| Woman | 21 | 52.5 |
| Total | 40 | 100.0 |
| b. Age Group (years) | | |
| 26-30 | 24 | 60.0 |
| 31-35 | 12 | 30.0 |
| 36-40 | 2 | 5.0 |
| 41-45 | 2 | 5.0 |
| Total | 40 | 100.0 |
| c. Last education | | |
| NERS | 10 | 25.0 |
| S1 | 7 | 17.5 |
| D3 | 23 | 57.5 |
| Total | 40 | 100.0 |





| | | |
|-----------------------|----|-------|
| d. Length of working | | |
| ≥ 5 Tahun | 22 | 55.0 |
| < 5 Tahun | 18 | 45.0 |
| Total | 40 | 100.0 |
| e. Shift/Working Time | | |
| Morning | 9 | 22.5 |
| Afternoon | 15 | 37.5 |
| Evening | 16 | 40.0 |
| Total | 40 | 100.0 |
| f. Status Perkawinan | | |
| Kawin | 23 | 57.5 |
| Belum Kawin | 17 | 42.5 |
| Total | 40 | 100.0 |

Source: Primary Data, 2021

Based on the results of research conducted on 40 respondents, there were 19 respondents or (47.5%) who were male and 21 respondents or (52.5%) who were female. The characteristics of respondents in the 26-30 year age group were the highest, namely 24 respondents (60.0%) and the lowest number of respondents were in the 36-40 and 41-45 year age groups, 2 respondents each (5.0%). The characteristics of respondents based on their latest education can be explained that as many as 23 respondents or (57.5%) had a D3 education, as many as 10 respondents or (25.0%) NERS and as many as 7 respondents or (17.5%) S1. The characteristics of respondents based on length of service can be explained that as many as 22 respondents or (55.0%) have worked for ≥ 5 years and as many as 18 respondents or (45.0%) have worked for < 5 years. The characteristics of respondents based on length of service can be explained that as many as 22 respondents or (55.0%) have worked for ≥ 5 years and as many as 18 respondents or (45.0%) have worked for < 5 years. The characteristics of respondents based on marital status can be explained that as many as 23 respondents or (57.5%) were married and as many as 17 respondents or (42.5%) were not married.





b) Distribusi Frekuensi Variabel Penelitian

In this study there are six independent variables, namely workload, anxiety level, work environment, motivation, compensation and leadership, which will see their influence on the dependent variable, namely the performance of nurses in the isolation room at Sidrap District Hospital. The frequency distribution of research variables can be seen in the table as follows:

1) Workload

Based on the research results, the frequency distribution for the workload variable can be seen in the table below:

Table 2
Frequency Distribution of Respondents Based on Work Load Variables in the Isolation Room at Sidrap District Hospital

| Workload | N | % |
|----------|----|-------|
| Tall | 38 | 95.0 |
| Low | 2 | 5.0 |
| Total | 40 | 100.0 |

Source: Primary Data, 2021

Based on the results of research conducted on 40 respondents, it can be explained that 38 respondents or (95.0%) stated they had a high workload and 2 respondents or (5.0%) stated they had a low workload.

2) Anxiety Level

Based on the research results, the frequency distribution for the anxiety level variable can be seen in the table below:

Table 3
Frequency Distribution of Respondents Based on Anxiety Level Variables in the Isolation Room at Sidrap District Hospital

| Anxiety Level | N | % |
|--------------------|----|------|
| Not Anxious | 4 | 10.0 |
| Mild Anxiety | 30 | 75.0 |
| Moderately Anxious | 5 | 12.5 |





| | | |
|----------------|----|-------|
| Severe Anxiety | 1 | 2.5 |
| Total | 40 | 100.0 |

Source: Primary Data, 2021

Based on the results of research conducted on 40 respondents, it can be explained that as many as 30 respondents or (75.0%) stated they had a mild level of anxiety and 1 respondent or (2.5%) stated they had a severe level of anxiety.

3) Work Environment

Based on the research results, the frequency distribution for work environment variables can be seen in the table below:

Table 4

Frequency Distribution of Respondents Based on Work Environment Variables in the Isolation Room at Sidrap District Hospital

| Work environment | N | % |
|------------------|----|-------|
| Good | 37 | 92.5 |
| Not good | 3 | 7.5 |
| Total | 40 | 100.0 |

Source: Primary Data, 2021

Based on the results of research conducted on 40 respondents, it can be explained that 37 respondents or (92.5%) stated that they had a good work environment and 3 respondents or (7.5%) stated that the work environment was not good.

Table 5

The Influence of Leadership on Nurse Performance in the Isolation Room at Sidrap District Hospital

| Leadership | Kinerja Perawat | | | | Jumlah | | P |
|------------|-----------------|---|----------|---|--------|---|---|
| | Good | | Not good | | n | % | |
| | N | % | N | % | | | |
| | | | | | | | |





| | | | | | | | |
|----------|----|-------|---|-----|----|-------|-------|
| Good | 36 | 92.3 | 3 | 7.7 | 39 | 100.0 | |
| Not good | 1 | 100.0 | 0 | .0 | 1 | 100.0 | 0.001 |
| Total | 37 | 92.5 | 3 | 7.5 | 40 | 100.0 | |

Source: Primary Data, 2021

The table shows that of the 39 respondents who stated that leadership was good, there were 36 respondents (92.3%) who had good performance and 3 respondents (7.7%) who had poor performance. Meanwhile, of the respondents who stated that leadership was not good, there was 1 respondent (100%) who had poor performance.

The results of the statistical test obtained a value of $p = 0.053$, because the value of $p > \alpha = 0.053 > 0.05$ then H_0 was rejected, this means that there is a statistically significant influence of the leadership variable on the performance of nurses in the isolation room at Sidrap District Hospital.

b. Discussion

After obtaining research results from the data processing, analysis and presentation process, a discussion is then carried out according to the variables studied. The discussion in the research is presented in narrative form by reviewing relevant references and several previous studies related to this research:

1) Univariate Analysis

Based on the results of the research above, it shows that 52.5% more female respondents compared to 47.5% male respondents worked as Covid-19 nurses in the isolation room at Sidrap Regency Regional Hospital. This incident can be based on the differences in characteristics of each gender. Women have a loving nature, feel responsible for the welfare of those around them, and are gentle (Wiranti et al., 2020).

The research results showed that the age of Covid-19 nurse respondents in the isolation room at Sidrap District Hospital tended to be 26-30 years old with a percentage of 60.0%. This shows that a person's age is sufficient to determine





success in carrying out a job. In general, younger workers have stronger and unlimited physical strength, whereas older workers have weak and limited physical abilities (Nurdiawati and Safira, 2020).

Based on the results of the research above, it was found that 57.5% of respondents who had a D3 education level were the majority of Covid-19 nurses in the isolation room at Sidrap District Hospital. According to Susi (2019) a person's level of education is directly proportional to increased performance, the higher a person's level of education will influence awareness of changes or maintenance actions based on knowledge and awareness through the learning process, so that this behavior is expected to last a long time (long lasting) and stay.

The research results showed that the percentage of Covid-19 nurses in the isolation room at Sidrap Regency Hospital had mostly worked for ≥ 5 years, namely 55.0%. According to previous research results based on length of service, nurses with more than 3 years of service have better knowledge than nurses who have less than 3 years of service (Hannani, Muzakir and Ilyas, 2016). From the research results obtained, the researcher believes that experience working in similar jobs needs to be taken into consideration in workforce placement. The reality shows that the longer a worker works, the more experience the worker in question has. Conversely, the shorter the work period, the less experience gained. Many work experiences provide expertise and work skills. On the other hand, limited work experience results in lower levels of expertise and skills. Work experience is a person's main capital to enter a certain field.

The results of the research show that the percentage of Covid-19 nurses in the isolation room at Sidrap Regency Regional Hospital mostly received the night shift at 21.00-08.00, namely 40.0%, where the nurses felt that the night shift felt heavy coupled with a heavy workload so that the nurses experienced fatigue. which can affect performance and service to patients. Research reveals that abnormal sleep patterns can affect the body's metabolism and can cause fatigue





which can affect nurses' health, quality of performance, safety and service to patients. Nurses are required to be able to adjust to shift schedules because hospital services continue to run 24 hours. In this regard, work shifts, especially night shifts, have an influence on nurse performance. Nurses must be able to adapt to the shift system, such as sleep times, meal times, and time to gather with family. Indications of a bad shift can be seen from disrupted sleep patterns and nurses' lifestyles. Problems that are often encountered by nurses while working night shifts are lack of time to rest when carrying out their obligations at night, fatigue, the implementation of patient care for patient safety is less than optimal due to nurses' negligence due to fatigue and not being optimal in serving patients and the patient's family.

The research results show that the percentage of Covid-19 nurses in the isolation room at Sidrap Regency Regional Hospital is mostly married, namely 57.5%. This is because someone will have a big responsibility towards their family so that they will be motivated to work harder and this will ultimately result in an increase in work productivity.

Researchers assume that marriage causes increased responsibilities and a permanent job becomes more valuable and important. The majority of workers who are loyal and satisfied with their jobs are married workers. Just as the research results showed that married nurses performed better than unmarried nurses.

a. Bivariate Analysis

The Influence of Workload on the Performance of Covid-19 Nurses in the Isolation Room at Sidrap District Hospital.

From the results of research conducted on Covid-19 nurses in the Isolation Room at Sidrap District Hospital, it can be seen that out of 40 respondents, it can be explained that as many as 38 respondents or (95.0%) stated that they had a high workload and as many as 2 respondents or (5.0%) indicates low workload. The research results showed that 36 nurses (92.1%)





stated that the workload was high with good performance. There were 2 nurses who stated that the workload was high but their performance was poor (7.9%). Apart from that, there were 2 nurses who stated that their workload was low but had good performance (100.0%).

Based on the results of statistical tests using the chi square test with a significance value of $\alpha=0.05$, a value of $p=0.000$ (Continuity Correction) was obtained, meaning that there was an influence of workload on the performance of nurses during the Covid-19 pandemic in the Isolation Room of the District Hospital. Sidrap, even though the nurses' workload is high, still provides good performance.

There are 2 types of workload, namely quantitative workload and qualitative workload. Where quantitative workload is the ratio of nurses and patients, the amount of work that must be done by someone, and qualitative workload is the level of difficulty or complexity in work. Internal factors that influence good nurse performance include the average age of respondents being at the productive end, the average length of work is less than 4 years, part of the nurse's education is vocational, the motivation and perception of the nurse's perception of their work is good (Beda et al., 2019).

This research is in line with (Bawono and Nugraheni, 2015), showing that there is a relationship between nurse workload and nurse performance, where the results of the research show that heavy nurse workload has an effect on poor performance due to differences in the number of activities or activities in work shifts, the number of patients, number of nurses and differences in care classes.

Performance measurements need to be carried out to find out whether during implementation the performance deviated from the predetermined plan, or whether the performance could be carried out according to the expected time schedule. However, this research is not in line with (Africia, 2017), that





there is no significant relationship between workload and nurse performance in implementing patient safety programs.

The researcher assumes that if the nurse's workload is high, it will have an impact on the nurse's performance being poor because it is influenced by the effects, namely fatigue experienced by the nurse because the work demands placed on the nurse are too high so that automatically the nurse's performance during the Covid-19 pandemic can also be disrupted. and can influence the nurse's work results to be less than optimal. Performance is said to be high if a work target can be completed on time or does not exceed the time limit provided, while performance is said to be low if it is completed beyond the time limit provided or not completed at all.

4. Conclusion

Based on the results of the research and data processing that has been carried out, the following conclusions are obtained:

1. There is an influence of workload on nurses' performance during the Covid-19 pandemic in the Isolation Room at Sidrap District Hospital.
2. There is an influence of compensation on the performance of nurses during the Covid-19 pandemic in the Isolation Room at Sidrap District Hospital.
3. There is an influence of leadership on the performance of nurses during the Covid-19 pandemic in the Isolation Room at Sidrap District Hospital.

Compliance with ethical standards

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Disclosure of conflict of interest





This research collaboration is a positive thing for all researchers so that conflicts, problems and others are absolutely no problem for all writers.

Statement of informed consent

Every action we take as authors is a mutual agreement or consent.

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