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Religiosity-Based on Nurse Performance Model in Ibnu Sina Hospital in Makassar City, Indonesia

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ABSTRACT

Nurse performance is very important for the success of hospital services to provide patient satisfaction in obtaining maximum nursing care services. Nurse competency in the context of spiritual care is parallel to the nursing process, namely conducting assessments, formulating nursing diagnoses, preparing nursing plans and interventions, and evaluating the patient's spiritual needs. This research aimed to analyze the performance of nurses based on aspects of belief (Religious belief), ritualistic/worship (Religious practice), experience (Religious feeling), knowledge (Religious knowledge), and consequences/application (Religious effect) at Ibnu Sina Hospital Makassar. The research location will be carried out in the inpatient room at Ibnu Sina Hospital Makassar, the sample used is 110. The sampling technique used was proportional random sampling. Ibnu Sina Hospital is one of the hospitals whose service process is always based on Islamic values, so it is important to study the relationship between the concept of Islamic values and the aspect of religiosity. Ibnu Sina Hospital is a hospital whose service process is always based on Islamic values, so it is important to study the relationship between the concept of Islamic values in the aspect of religiosity and the performance achievements of nurses in serving their patients. Based on the research results, it is known that the religious effect dimension is the dimension that contributes most to the preparation of a religiosity-based nurse performance model.

Keywords: Performance; Nursing; Religiosity; Hospital

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INTRODUCTION

Nurses are one of the personnel who play the most role in providing services in hospitals. Following Nursing Law No. 38 of 2014, a nurse is someone who has graduated from higher education in nursing, both at home and abroad, which is recognized by the government following the provisions of statutory regulations. Nurses must provide nursing services that must be adapted to nursing care (1,2).

The study of nurse performance is important in hospitals as a service industry where human resources are the main component in hospital services, having a strategic position in determining service quality, where nurses are the largest workforce in hospitals, namely around 50-60%. Apart from that, nurses also have the longest contact time with patients, namely 24 hours. Therefore, it is not an exaggeration if 90% of hospital services are nursing services (3).

Measuring the performance of health workers in hospitals, especially nurses, has become a topic of great interest to practitioners and researchers. Performance refers to how effective nurses are in completing their tasks and responsibilities related to directing patient care(4,5). However, the main problem with the performance of nurses in nursing services is the lack of highly educated nurses, inadequate skills, many nurses who are not friendly towards patients, lack patience in dealing with patients (6–8).

The problem is of course not only a friendly or patient attitude, but also a high performance burden, unclear regulations for nurses.(9,10). Even at this time the development of nursing services is still very far behind compared to the development of other medical services, it can be seen from consumers that they still feel that there are many shortcomings in the performance of nursing that they assess, for example competitiveness and competence that have not met the demand for health services.(11,12).

Health services in Indonesia, in general, government hospitals often receive attention because there are various complaints regarding the quality of service, concern from the management or hospital service providers.(13), so that effective and efficient performance is needed for nurses in providing services, not only with high performance to achieve this but also more contribution is needed to avoid the negative impact of poor quality of service to the community.

The impact of low performance of nurses can affect the quality of health services to be less than optimal. The existing phenomenon shows that there are still many patient complaints regarding unsatisfactory service quality. The level of satisfaction of inpatients with nursing care at a hospital in East Java shows that only 17% of inpatients said they were satisfied with nursing care, while 83% said they were dissatisfied. This research also provides information that the main complaints of patients regarding nursing care services are lack of communication between nurses, lack of attention, nurses being less friendly towards patients, nurses visiting patients when asked, and when called they do not come immediately, when they arrive the nurse is 10 minutes late.(14).

Ibnu Sina Hospital Makassar is a public health service facility which has the main task of providing public health guidance and basic health services. Currently Ibnu Sina Hospital Makassar as the spearhead of basic health services has become more evenly distributed, Ibnu Sina Hospital Makassar serves all the people of Makassar city and even from the regions. Based on the results of research conducted by Nasra in 2016, it was found that patient satisfaction at the inpatient installation at Ibnu Sina Hospital, Makassar city in 2016 from the direct evidence dimension was 97.5%, categorized as good and 2.5% as poor. One aspect of poor patient satisfaction in the inpatient room at Ibnu Sina Hospital can be assumed to be due to the services provided by nurses.

A person's level of religious awareness can give rise to a strong urge and can be a motivation to direct someone in their work. One of the most important factors in the basis of work ethic is the religious factor. Religiosity is the internalization of religious values within a person. Internalization is related to belief in religious teachings both in the heart and in speech. This belief is then actualized in daily actions and behavior(15). Religiosity has a good influence on human attitudes and behavior and religiosity is an important value in an individual's cognitive structure that can influence individual behavior because basically religion is a source of values, beliefs and patterns of behavior that will provide guidance towards goals and ideals and hold role as a determinant in the adjustment process so as not to behave deviantly.

Nurse performance is very important for the success of hospital services to provide patient satisfaction in obtaining maximum nursing care services. One of the aspects of nurse performance can be reviewed based on the competency of patient spiritual care. Nurse competency in the context of spiritual care is parallel to the nursing process, namely conducting assessments, formulating nursing diagnoses, preparing nursing plans and interventions and evaluating the patient's spiritual needs. The strategy used by Ibnu Sina Hospital, namely service in an Islamic context, is important to study in relation to the performance of nurses in providing services to their patients.

METHODS

This research is quantitative research with a cross-sectional study approach where selected respondents are asked to provide responses to research variables at a certain time. The research was carried out at Ibnu Sina Hospital Makassar, especially in the inpatient ward. The consideration in choosing this hospital was that Ibnu Sina is a hospital with a vision that contains aspects of religiosity, namely provide and develop health services based on Islamic education. Sample This study included nurses in the inpatient ward at Ibnu Sina Hospital, Makassar with a population of 164 nurses (Ibnu Sina Hospital Profile, 2017). The sampling technique was proportional random sampling with a sample size of 110 respondents based on Harry King's nomogram table with an error rate of 10%. The number of samples will be proportioned based on the number of inpatient rooms at Ibnu Sina Hospital Makassar. The dependent variable in this study is nurse performance, while the independent variables are: Religious Belief, Religious Practice, Religious Feeling, Religious Knowledge and Religious Effect.

The research stage begins with identifying the variables to be studied and their respective positions. The second stage, determine the research subject or population and sample. The third stage, collecting data, measuring the dependent variables simultaneously (at the same time). The method is to give questionnaires to respondents to fill in accompanied by an enumerator. The fourth stage, processes and analyzes the data by comparing the dependent and independent variables. Based on this analysis, evidence will be obtained of the influence between the dependent and independent variables. The instrument used was a questionnaire, the data obtained was processed and analyzed using SEM (Structural Equation Model) analysis via AMOS software. This research was also carried out based on the legality of the health code of ethics through one of the ethical commissions at the university level.

RESULT

General description of the research location

The third pillar of the UMI Waqf Foundation's charitable efforts is health and da'wah by fostering Ibn Sina Hospital UMI Waqf Foundation. This hospital is one of the supporting facilities within the scope of the Indonesian Muslim University, and also functions as a teaching hospital for health professionals from various levels of health education at UMI (Faculty of Medicine, Pharmacy and Public Health). Apart from that, Ibnu Sina Hospital also serves the general public, because it has the facilities and ability to provide various types of specialist and subspecialist services.

Ibnu Sina Hospital is a private general hospital, previously known as 45 Hospital. On the date. June 16 2003, ownership of the Andi Sose Foundation was handed over to the UMI Waqf Foundation, which was signed by the Chairman of the Andi Sose Foundation, namely Mr. Dr. Hc. Andi Sose and Chairman of the UMI Waqf Foundation, the late Prof. Dr. H. Abdurahman A. Basalamah, SE.MSi. Based on this new ownership right, the UMI Waqf Foundation was changed to the YW-UMI Ibnu Sina Hospital.

IBNU SINA Hospital, UMI began operating in 2003 based on a letter from the Head of the South Sulawesi Provincial Health Service permitting trial operation of Ibnu Sina YW-UMI Hospital on September 23 2003 No. 6703A/DK-IV/PTS-TK/2/IX/2003 then on Monday 17 May 2004 the inauguration was carried out by the Governor of South Sulawesi, Mr. H.M. Amen Sham. In the end, Ibnu Sina Hospital obtained a permit to operate a hospital from the Ministry of Health of the Republic of Indonesia, based on the Decree of the Minister of Health of the Republic of Indonesia No. YM.02.04.3.5.4187, dated 26 September 2005.

This hospital stands on 18,008 M2 of land with a building area of 12,025 M2, has an address at Jalan Urip Sumoharjo Km5 Makassar, and has Hospital Accreditation Certificate No. YM.01.10/III/1879/09, the certificate is given as recognition that the hospital has met hospital service standards which include: Management Administration, Medical Services, Emergency Services, Nursing Services, Medical Associates and Accreditation status "Full Basic level" . And now the Type of Ibnu Sina Hospital has been determined based on the Decree of the Minister of Health of the Republic of Indonesia Number: 993/MENKES/SK/XI/2009 concerning Determination of the Class of Ibnu Sina

Hospital YW-UMI Makassar, designated as a private general hospital with Class B Classification (Type B).

Performance Model Based on Belief (Religious Belief) on the Religiosity of Nurses at Ibnu Sina Hospital Makassar

Table 1. Analysis of Indicators Forming Religious Belief Dimensions in Nurse Religiosity At Ibnu Sina Hospital Makassar in 2022

No	Religious Belief Indicator	ρ	Loading Factor
1	Belief in Almighty God (RB1)	0.001	0.697
2	Acknowledging the greatness of God Almighty (RB2)	0.301	0.105
3	Doing work sincerely (RB3)	0.613	-0.051
4	Always remember Almighty God (RB4)	0.001	-0.450
5	Get protection from God Almighty, when following all work safety procedures (RB5)	0.006	0.299
6	Believe in destiny given by Almighty God (RB6)	0.009	-0.281
7	Impressed and always glorifies the name of Almighty God (RB7)	0.001	0.584

Based on table 1, it is known that the strongest indicator in forming the religious belief dimension/variable in nurse religiosity is a nurse who always believes in God Almighty with a significance value of 0.001 and a loading factor value of 0.697.

Performance Model Based on Ritualistic/Worship (Religious Practice) on the religiosity of nurses at Ibnu Sina Hospital Makassar

Table 2. Analysis of Indicators Forming Religious Practice Dimensions in Nurse Religiosity At Ibnu Sina Hospital Makassar in 2022

No	Religious Practice Indicators	ρ	Loading Factor
1	Always pray regularly and on time (RP1)	0.001	0.181
2	Always pray before starting work (RP2)	0.086	0.360
3	Always pray after completing work (RP3)	0.066	0.593
4	Always involve yourself in religious events (RP4)	0.937	-0.008
5	Frequently do charity activities (RP5)	0.652	-0.045
6	I am diligent in giving charity (RP6)	0.133	0.230
7	Devoted when praying (RP7)	0.439	0.081
8	Always give thanks to the presence of Almighty God (RP8)	0.064	-0.677
9	Confident that in every activity, God will guide and protect me (RP9)	0.750	-0.031

In table 2, it is known that there is the strongest indicator in forming the religious practice variable in the religiosity of nurses at Ibnu Sina Hospital Makassar, namely regarding nurses who always pray after completing work with the largest loading factor value, namely 0.593.

Nurse performance model based on experience (Religious Feeling) on the religiosity of nurses at Ibnu Sina Hospital Makassar

Table 3. Analysis of Indicators Forming Religious Feeling Dimensions in Nurses' Religiosity in Hospitals Ibnu Sina Makassar in 2022

No	Religious Feeling Indicator	ρ	Loading Factor
1	Patience in facing every trial (RF1)	0.001	0.292
2	Consider the failure experienced as a disaster that definitely has a lesson (RF2)	0.053	-0.572
3	Confident that my prayers will be answered (RF3)	0.790	0.031
4	Fear when breaking the rules (RF4)	0.118	0.234
5	Feel calm in God's Presence (FR5)	0.043	-0.509

In table 3, it is known that there is the strongest indicator in forming religious feelings in the religiosity of nurses at Ibnu Sina Hospital Makassar, namely regarding patience in facing trials with a loading factor value of 0.292.

Nurse performance model based on knowledge (Religious knowledge) on the religiosity of nurses at Ibnu Sina Hospital Makassar

Based on table 4, it is known that there is an indicator that forms the strongest dimension of religious knowledge, namely always studying religion by reading holy books with a significance value of 0.001.

Table 4. Analysis of Indicators Forming Religious Knowledge Dimensions in Nurse Religiosity At Ibnu Sina Hospital Makassar in 2022

No	Knowledge Religious Indicator	ρ	Loading Factor
1	Always deepen your religiosity by reading the holy book (RK1)	0.001	0.139
2	Diligently read religious books (RK2)	0.509	-0.071
3	Feeling of vibrating when hearing the sound of reading the holy book (RK3)	0.172	0.349
4	Diligently listen to religious lectures (RK4)	0.170	-0.362
5	Diligently watch religious programs to increase my knowledge (RK5)	0.076	-0.26

Performance model based on consequences/application (Religious effect) on the religiosity of nurses at Ibnu Sina Hospital Makassar

Based on table 5, it is known that there are indicators that are the strongest in forming variables *religious effect* on the religiosity of nurses at Ibnu Sina Hospital Makassar, namely regarding nurses who are always moved to help others in need, with a significance value of 0.001. It is known that there are strong indicators in forming performance variables related to nurse religiosity, namely regarding a nurse's ability to use mechanical equipment such as heart monitor suction machines, respirators, etc., with a significance value of 0.001 and a value of 0.001 *loading factor* of 0.520.

Table 5. Analysis of Indicators Forming the Religious Effect Dimension on Nurse Religiosity At Ibnu Sina Hospital Makassar in 2022

No	Religious Effect Indicator	ρ	Loading Factor
1	Moved to help people in need (RE1)	0.001	0.153
2	I forgive others easily (RE2)	0.312	-1,388
3	I love and care for others (RE3)	0.677	0.024
4	I am always optimistic in facing problems (RE4)	0.027	-0.221
5	I don't give up easily (RE5)	0.049	0.164
6	I am responsible for every action I have done (RE6)	0.033	0.199
7	Always act honestly and be afraid of cheating (RE7)	0.655	0.026

In the results of the model analysis, it was confirmed that the variable *religious knowledge* is the variable that has the greatest contribution in building the performance of nurses based on religiosity. This can be seen based on the loading factor value on this variable which has the largest value of the other four variables, namely 0.718.

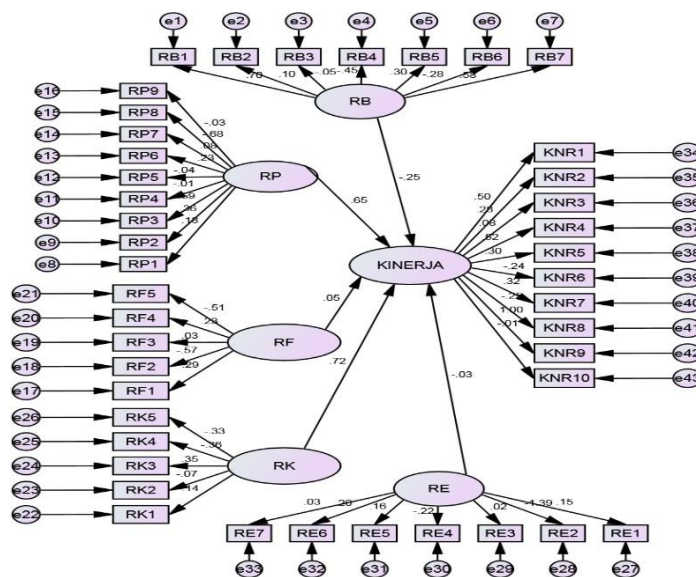


Figure 1. Religiosity-Based Nurse Performance Model at Ibnu Sina Hospital Makassar

DISCUSSION

Religious Belief

The religious belief indicator explains that the religious belief indicator is an indicator that is considered important for nurses at Ibnu Sina Hospital Makassar. This means that nurses have a firm level of belief in religious values and involve religious values in their work as nurses.

Religious Practice

Nurses who have a strong foundation of belief and faith in religion will definitely be firm in carrying out the commandments of religion. So that the implementation of the practice of religious orders is also applied in work as a nurse.

Religious Feeling

This indicator is related to the experience gained and felt by nurses while carrying out the teachings of the religion they believe in. Patience in carrying out quite difficult work and being afraid of breaking the rules because you feel God's presence in every activity is a form of indicator of religious feeling.

Religious Knowledge

This indicator shows a person's level of knowledge and understanding of the teachings of his religion, especially those contained in the holy books or guidelines for his religious teachings. Nurses with high religious knowledge can easily understand religious matters, such as paying attention to what is halal and haram and what should not be violated.

Religious Effect

The religious effect indicator refers to the level of a person's behavior that is motivated by the teachings of his religion or the extent to which a person is able to apply the teachings of his religion in his daily life behavior. Nurses have a high religious effect value which is demonstrated by the behavior of helping each other, forgiving each other, caring for each other, always being optimistic in facing problems, not easily giving up, being flexible in facing various problems, being responsible for all actions taken, and taking care of each other. environmental Hygiene.

The results of this research are in line with the concept that describes the influence of religiosity, spirituality, nurses' personal values and commitment on nurse performance. a Researcher recommends that management should provide a framework to formalize religious and spiritual practices, several programs should be organized to enhance organizational values and commitment that are important for employee performance(16).

Likewise research by Nurdaya which discusses employee religiosity and spirituality on employee performance. In this research, the results showed that at a significant 5%, the religiosity variable and the spirituality variable did not have a significant effect on employee performance. According to Nurdaya, religiosity and spirituality are things that must be present in a person, so that increasing religiosity and spirituality will not directly increase employee performance. It is estimated that there are other variables that can be a bridge for increasing employee performance variables by the religiosity variable and the spirituality variable(17).

Islam teaches that if we work with trust and sincerity, we will be rewarded in this world and in the afterlife. If a nurse has worked with trust and with the intention of turning her work into worship or a field of reward, it means that she has fulfilled her obligations and is entitled to receive a salary from the results of her work. The results obtained in this world are considered to be a blessing and will get a plus value, namely a reward in the afterlife.

Al-Qur'an verses about religiosity and performance.

وَلِكُلِّ دَرَجَاتٍ مِّمَّا عَمِلُوا وَلِيُؤْتِيَهُمْ أَجْرَهُمْ وَهُمْ لَا يَظْلَمُونَ

Walikullin darajaatun mimmaa 'amiluu waliyuwaffiyahum a'malahum wahum laa yuzhlamuun

It means

"And to each of them a degree according to what they have done and so that Allah will suffice for them (reward) for their works while they are not harmed". (Al-Qur'an Surah Al-Ahqaaf verse 19).

Based on this verse, Allah will definitely reward every human deed based on what they have done. This means that if someone carries out their work well and sincerely and shows good performance for their organization, they will also get good results from their work and will provide benefits for themselves and their organization. We can take a lesson from the verse above that every human being who works will receive a reward according to what he does. As Allah SWT will raise the status of those who work. If this concept is understood well, whether they are supervised or not, the nurse will remain motivated to carry out her performance optimally because she feels that God is all-knowing of all her activities, and will reward her according to her performance.

CONCLUSION

The strongest indicator in forming the religious belief variable in nurses' religiosity is a nurse who always believes in God Almighty. The strongest indicator in forming the religious practice variable in the religiosity of nurses at Ibnu Sina Hospital Makassar is about nurses who always pray after completing work. The strongest indicator in forming the religious feeling variable in the religiosity of nurses at Ibnu Sina Hospital Makassar is regarding patience in facing trials. The strongest indicator in forming the religious knowledge variable is always studying religion by reading the holy books. The strongest indicator in forming the religious effect variable on the religiosity of nurses at Ibnu Sina Hospital Makassar is that nurses are always moved to help others in need.

The results of this research contribute to public health science, especially in examining aspects of nurse performance in hospitals. The strength of this research is that the results found are in the form of a model description that can be used to measure nurse performance based on aspects of religiosity, while the weakness of this research is that it only uses one hospital, making it possible that the resulting data cannot be generalized. Input for future researchers is to develop the results of this research, both in terms of the variables measured and the locations used.

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