

# Competence, Motivation on Performance of Nursing: The Mediating Effect of Satisfaction

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**Abstract**—This study examines the mediating effect of satisfaction on the performance of nursing on the links between competence dan motivation. Total of 60 respondents obtained in this research with a census. Analyzed data used the path analyzed with quality of data, t-test, F-test, coefficient determination and Sobel test. Furthermore, the result of this study show competence and motivation have a positive effect and significance on the performance of nursing direct and indirect through satisfaction. This study indicates that variable competence is the dominant effect on performance nursing.

**Keyword:** competence, motivation, satisfaction, performance.

## I. INTRODUCTION

The hospital is a health service institution that is highly competent with quality services through the realization of good, transparent, accountable, responsive and clean performance of all forms of error in accordance with Law No. 36 of 2009 concerning health, Law No. 44 of 2009 concerning hospitals. Performance evaluation is a reference to the empowerment of existing human resources, needs to be supported by the strength of its human resources to find out the results.

Government attention to hospital performance is manifested in the existence of hospital accreditation. Hospital accreditation conducted by the Hospital Accreditation Committee (KARS) looks at the hospital's performance partially or as a whole. Central General Hospital (RSUP) dr. Soeradji Tirtonegoro, Klaten Regency as a health service institution for the community with its characteristics must be able to continue to provide higher quality and affordable health services to the community so that the highest health status is realized. Performance development is a consequence of increasing authority towards "good corporate governance".

Strive to continue to improve and improve service quality. This is a demand for institutions in Indonesia to have performance that meets the rules. Hospital accreditation is continuously carried out by the Hospital Accreditation Commission (KARS).

Facing intense global environmental competition, organizations must continue to develop innovations and capabilities for progress [1]. Employee strengthening is an effective technique for increasing productivity and utilizing the ability of individual and group officers to take advantage of organizational performance [2]. Strengthening is a reflection of internal motivation as the control of the relationship of an officer in the work environment [3]. Services related to health and patient safety are an era in health services in Indonesia. The quality of service to patients performed by a nurse is a form of energy performance of nurses while providing treatment care.

Utilization to find out the performance records of officers, it is necessary to evaluate the performance of officers

Competence is what the outstanding performers do more often in more situations with better results than what the average performance. Nurse performance can be influenced by the competence factors of nurses. The Six factors affected the development of nursing competence: (1) work experience, (2) type of nursing environment, (3) educational level achieved, (4) adherence to professionalism, (5) critical thinking, and (6) personal factors [4].

The effects of situational performance constraints on intrinsic motivation and satisfaction. Motivate relevant results of work. Officers who have high motivation will be more energetic and have the opportunity to achieve higher performance compared to employee motivation to reduce. Interrelated research about motivation on performance show that motivation has a positive effect on performance [5][6][7][8][9][10][11][12][13].

A study from Dapu shows positive but insignificance affects motivation on performance [14]. He job satisfaction of the officer registering can affect performance, what impact on the quality of the service of registering. Various studies related to work / activities] the effect of performance satisfaction has been done [15][16][17][18].

## II. METHOD

### A. Object and method

This explanatory research was conducted using nurse objects at jasmine room in the RSST Klaten with 60 respondents through questionnaires with census methods. Nurse's perceptions related to performance, competence, motivation and job satisfaction using the basic Likert scale with the following criteria: a) Strongly agree given score 5; b) Agree given score 4; c) Neutral given score 3; d) Disagree given score 2, and Strongly Disagree given score 1. Analysis technique is used through instrument test, path analysis, t-test, F test, and coefficient of determination as well as multiple tests.

B. Desain of study

The research design :

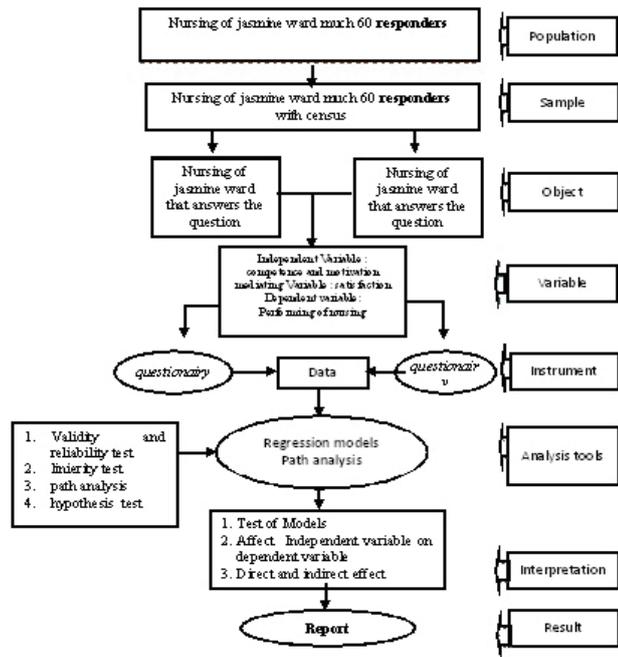


Figure 1: design of study

III. RESULT

A. Validity and Reliability Test

TABLE I. VALIDITY TEST OF COMPETENCE

Item	Table Column Head		
	Corrected Item Total Correlation	r kritis	Status
1	.832	.300	Valid
2	.745	.300	Valid
3	.872	.300	Valid
4	.865	.300	Valid
5	.682	.300	Valid
6	.838	.300	Valid
7	.746	.300	Valid
8	.818	.300	Valid
9	.725	.300	Valid
10	.703	.300	Valid
11	.877	.300	Valid
12	.875	.300	Valid
13	.875	.300	Valid
14	.849	.300	Valid
15	.656	.300	Valid
16	.636	.300	Valid
17	.886	.300	Valid
18	.879	.300	Valid
19	.586	.300	Valid

TABLE II. VALIDITY TEST OF MOTIVATION

Item	Table Column Head		
	Corrected Item Total Correlation	r kritis	Status
1	.582	.300	Valid
2	.553	.300	Valid
3	.759	.300	Valid
4	.484	.300	Valid
5	.658	.300	Valid
6	.624	.300	Valid
7	.566	.300	Valid
8	.743	.300	Valid
9	.584	.300	Valid
10	.796	.300	Valid

TABLE III. VALIDITY TEST OF SATISFACTION

Item	Table Column Head		
	Corrected Item Total Correlation	r kritis	Status
1	.379	.300	Valid
2	.648	.300	Valid
3	.388	.300	Valid
4	.619	.300	Valid
5	.697	.300	Valid
6	.648	.300	Valid
7	.518	.300	Valid
8	.754	.300	Valid
9	.717	.300	Valid
10	.594	.300	Valid

TABLE IV. VALIDITY TEST OF PERFORMANCE

Item	Table Column Head		
	Corrected Item Total Correlation	r critis	Status
1	.805	.300	Valid
2	.828	.300	Valid
3	.849	.300	Valid
4	.930	.300	Valid
5	.735	.300	Valid
6	.906	.300	Valid
7	.929	.300	Valid
8	.938	.300	Valid
9	.941	.300	Valid
10	.817	.300	Valid
11	.919	.300	Valid
12	.885	.300	Valid
13	.811	.300	Valid
14	.956	.300	Valid
15	.919	.300	Valid
16	.914	.300	Valid
17	.784	.300	Valid
18	.893	.300	Valid
19	.948	.300	Valid
20	.757	.300	Valid

TABLE V. RESULT OF RELIABILITY TEST

Variable	Alpha cronbach	Criterion	Status
Comp	0.969	Alpha Cronbach >0,60	Reliable
Motiv	0.890		Reliable
Satis	0.865		Reliable
Perform	0.986		Reliable

Source: data of research, 2017

B. Path Analysis

TABLE VI. RESULT OF PATH 1

Variable	Standardized Coefficients Beta	t-value	sig
Comp	.298	2.216	.031
Motiv	.341	2.535	.014
Const = 11.878	F Test = 13.613 R <sup>2</sup> = 0,323	Sig F = 0,000 Adj R <sup>2</sup> = 0,300	

Dependent variable: Satis  
Source: Data analysis, 2019

Regression 1:

Satis = 0,298 Comp + 0,341 Motiv + e<sub>1</sub>

This study show that competence variable have positive and significance on satisfaction. Motivation variable also have positive and significance on satisfaction.

TABLE VII. RESULT OF PATH 2

Variable	Standardized Coefficients Beta	t-value	sig
Comp	.376	3.695	.001
Motiv	.237	2.302	.025
Satis	.358	3.721	.000
Const = 8.390	F Test = 34.631 R <sup>2</sup> = 0.650	Sig F = 0,000 Adj R <sup>2</sup> = 0,631	

Dependent var. Perf  
Source: Data analysis, 2019

Perf = 0,376 Comp + 0,237 Motiv + 0,358 Satis + e<sub>2</sub>

This study shows that the competence variable has positive and significance on performance nursing. The motivation variable has positive and significance on performance nursing. Satisfaction variables also have positive and significance on performance nursing.

C. Sobel Test

Test of affect competence on performance nursing with satisfaction as an mediating variable

$$Sab = \sqrt{b^2 S_a^2 + a^2 S_b^2 + S_a^2 S_b^2}$$

Sab=

$$\sqrt{(0,358)^2 (0,074)^2 + (0,298)^2 (0,206)^2 + (0,074)^2 (0,206)^2}$$

$$Sab = \sqrt{0,000702 + 0,003768 + 0,00232}$$

$$Sab = \sqrt{0,004703}$$

$$Sab = 0,068576$$

$$t_{test} = \frac{ab}{Sab} = \frac{0,376 \times 0,237}{0,068576} = \frac{0,089092}{0,068576} = 1,556$$

value t-test much 1,556 < t60tabel=2,000; show that satisfaction variable does not as role mediating affect competence on performance nursing in jasmine ward at RSST Klaten.

Test of affect motivation on performance nursing with satisfaction as a mediating variable

$$Sab = \sqrt{b^2 S_a^2 + a^2 S_b^2 + S_a^2 S_b^2}$$

$$Sab = \sqrt{(0,341)^2 (0,0206)^2 + (0,358)^2 (0,127)^2 + (0,0206)^2 (0,127)^2}$$

$$Sab = \sqrt{0,004935 + 0,002067 + 0,000684}$$

$$Sab = \sqrt{0,007686}$$

$$Sab = 0,8767$$

$$t_{ab} = \frac{ab}{Sab} = \frac{0,341 \times 0,341}{0,08767} = \frac{0,116281}{0,08767} = 1,392$$

value t-test much  $1,392 < t_{60, \alpha=0,05} = 2,000$ ; show that satisfaction variable do not as role mediating affect motivation on performance nursing in jasmine ward at RSST Klaten.

D. Determination Coefficient Total

$$e_1 = \sqrt{1 - R_1^2} = \sqrt{1 - 0,323} = \sqrt{0,677} = 0,8228$$

$$e_2 = \sqrt{1 - R_2^2} = \sqrt{1 - 0,650} = \sqrt{0,350} = 0,5916$$

$$R^2_{total} = 1 - (0,677 \times 0,350) = 1 - 0,237 = 0,7630$$

E. Direct and Indirect Effect

Ket	Effect		Total Effect
	Direct	Indirect	
Comp → Perf	$P_3 = 0,376$		
Motiv → Perf	$P_4 = 0,237$		
Comp → Satis → Perf		$P_1 \times P_5 = 0,298 \times 0,358 = 0,107$	$P_3 + (P_1 \times P_5) = 0,376 + 0,107 = 0,483$
Mot → Satis → Perf		$P_2 \times P_5 = 0,341 \times 0,358 = 0,122$	$P_4 + (P_2 \times P_5) = 0,237 + 0,122 = 0,359$

Direct effect competence variable on Performance nursing is effectively and dominant for increasing performance nursing in the jasmine ward at RSST Klaten.

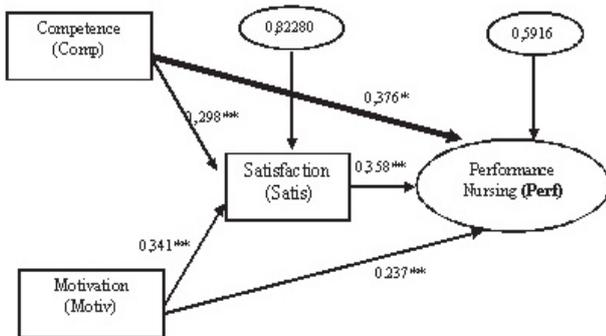


Figure 2. Direct and Indirect Effect

IV. CONCLUSION

Result in this study show 1) competence and motivation have a positive significant effect on satisfaction; 2) competence, motivation, and satisfaction have a positive significant effect on performance nursing. 3) competence and motivation have a positive effect and significance on the performance of nursing direct and indirect through satisfaction. 4) competence motivation, and satisfaction together proved to have a positive and significant effect on performance nursing. 5) Variable competence is dominant

on performance nursing. 6) Contribution of determination coefficient total ( $R^2_{total}$ ) = 0,7630.

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