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 <https://doi.org/10.55463/issn.1674-2974.50.6.13>

Communication, Incentives, and Stress Impacts on Nurse Performance in Hajj Hospital, Jakarta

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Received: March 21, 2023 / Revised: April 20, 2023 / Accepted: May 17, 2023 / Published: June 30, 2023

Abstract: Syarif Hidayatullah University, Jakarta has a cultural background as an Islamic hospital, and this university has Hajj Hospital. Accordingly, Islamic culture will also be applied to nurses in the inpatient room of the Hajj Hospital. The purpose of this research was to examine the communication of nurses in the inpatient room of Hajj Hospital, and incentive their performance. Method of research-applied research, quantitative data, survey study, variables of study: communication, incentive, and nurses' performance. Collect data using Google form on line, total population nurses in inpatient unit 96 persons, analysis with analysis factor by spss, validity and reliability, Spearman correlation, simple and multiple linear regression. Findings 90.6 % female, 77.1% age ≥ 30 years, 81.3% working experience ≥ 5 years, education 100% graduates. The correlation analyzed was fine significant p values 0.001 for communication and p value 0.070. for incentive. Result communication p.001, incentive p.0.023, R. 0.377, R^2 0.142. Conclusive communication and incentive were the effects of nurse performance after stress control.

Keywords: nurse performance, communication, incentive.

雅加达朝觐医院的沟通、激励和压力对护士绩效的影响

摘要：雅加达沙里夫·希达亚图拉大学具有伊斯兰医院文化背景，这所大学设有朝晓医院。相应地，伊斯兰文化也将应用到朝晓医院住院部的护士身上。本研究的目的是考察朝发医院住院部护士的沟通情况，并激励他们的表现。研究方法——

应用研究、定量数据、调查研究、研究变量：沟通、激励和护士绩效。使用谷歌表格在线收集数据，住院部护士总人数96人，采用社会科学统计包分析因子、效度和信度、斯皮尔曼相关、一元回归和多元线性回归进行分析。调查结果90.6%为女性，77.1%年龄 ≥ 30 岁，81.3%工作经验 \geq

5年，教育程度为100%大学毕业生。分析的相关性良好，沟通的p值为0.001，p值为0.070。

激励。结果通讯p.001，激励p.0.023，R.

0.377， R^2

0.142。结论性沟通和激励是压力控制后护士绩效的影响。

关键词：护士绩效、沟通、激励。

1. Introduction

The performance of nurses who were employees of the hospital has an important aspect in the hospital because this is what determines the back and forth of the hospital. Nurses become an integral part of the hospital. If the nurse performs poorly, then what happens is a decrease in the quality of services provided by nurses that will result in the image of the hospital and performance becomes a benchmark of service success that shows the accountability of service institutions. The government has also set employee performance standards. Nurses are professionals who have good intellectual, technical, interpersonal, responsible and authorized skills to provide care for the patient [1-3]. Nurse performance is a form of professional service that is an integral part of the health service. In the nursing care system, performance can be interpreted through the compliance of professional nurses in performing nursing care according to standards [4].

Communication in a corporate organization in particular and generally other organizations usually occurs in two contexts, namely communication that occurs within the organization (internal communication) and communication that occurs outside the organization (external communication). In internal communication, vertically, horizontally, or diagonally, there are often difficulties that cause communication incompetence or in other words miscommunication. Communication can be interpreted as a delivery of information, meaning, or understanding, from the sender to the recipient. The communication that has been done is expected to cause a change in behavior in accordance with the desired by the sender of the message [5-7]. Communication can also provide information exchange and emotional support when experiencing stress. Communication in an organization can come from both internal and external. Internal communication is communication that occurs within a company or organization that includes the entire flow of information between all employees in the organization. External communication is communication that occurs between the company and outside parties according to the mistake most often experienced by the organization is the misperception of the giver to the recipient of the information. The flow of internal communication is distinguished into 3 parts: downward communication (communication from superior to subordinate), upward communication (from subordinate to superior), and side-to-side communication (communication between co-workers) [8].

Incentives are defined as a form of payment associated with performance and gainsharing, as a profit sharing for employees due to increased productivity or cost savings in order to encourage higher work productivity, Incentive compensation is intended to provide different wages not based on evaluation of positions but because of differences in work performance [9]. Employees will be motivated to achieve high work performance so that it will also improve the performance of the organization that will eventually be able to improve the quality and quality of service [10].

Work stress is defined as an individual condition that is internal caused by physical demands, the environment, and social situations that have an impact that can be destructive and uncontrolled [11]. In this research, we used the classification by [12] such as physical stress, physiological stress, and social stress.

In conducting work, a worker can experience work stress. Siagian [13] states that stress is a condition of tension that affects one's emotions, way of mind, and physical condition. Stress that cannot be overcome properly usually results in the inability of people to react positively to their environment, both in the work environment and the outside environment. This means that the employee will face a variety of negative symptoms that in turn affect work performance. Abdurrahmat [14] says that there are six factors that cause employee work stress in an organization, including difficult and excessive workload, unfair and unnatural pressures and attitudes of leaders, limited working time, and less equipment. Psychological symptoms consist of: Anxiety, tension, Confused, angry, sensitive, Suppressing feelings, Ineffective communication, decreased intellectual function, Self-restraining, dissatisfaction with work, Depression, boredom, mental fatigue, Feeling alienated and isolated, losing concentration, Loss of spontaneity and creativity, Loss of life spirit, decreased self-esteem and confidence, physical symptoms: Increased heart rate and blood pressure, Increased secretion of adrenaline and non-adrenaline, Gastrointestinal disorders, such as gastric disorders, death of cardiovascular disorders, Easily physically tired, respiratory disorders, More frequent sweating, skin disorders, headache, migraine, muscle tension, sleep problems and behavioral symptoms: prolonged *stress* can cause deterioration in body tissues such as blood vessels and heart, so it can cause diseases such as stroke, hypertension, intestinal ulcers and others. Work stress up to a certain point is a trigger factor to improve employee performance, but if it has passed that point, the existence of work stress will trigger problems that will certainly affect performance or performance. Therefore, efforts need to be made to counteract work stress so that it does not

affect the performance of employees. The Writing Team of the FISIP-UT module in an article written by [15] tries to provide efforts to overcome work stress.

This research was conducted in a hospital owned by Syarif Hidayatullah University, Jakarta. Based on the cultural background of this Islamic hospital, stress and inadequate incentives do not cause problems for the performance of nurses in the inpatient room in Hajj Hospital according to good communication. In previous studies, the factors associated with good performance were good leadership, adequate incentives, and a good environment [16].

2. Research Methodology

This study utilised quantitative data and cross-sectional data. Total population were 96 nurses. Variable communication, incentive and performance were analyzed. Analysis statistic was used analysis factor, validity, reliabilities, person correlation, simple linear regression, and multiple linear regression by SPSS. This study was conducted in Hajj Hospital during January- March 2022. This study used Google form for the respondent questionnaire. Inclusion and exclusion criteria are shown in Fig. 1.

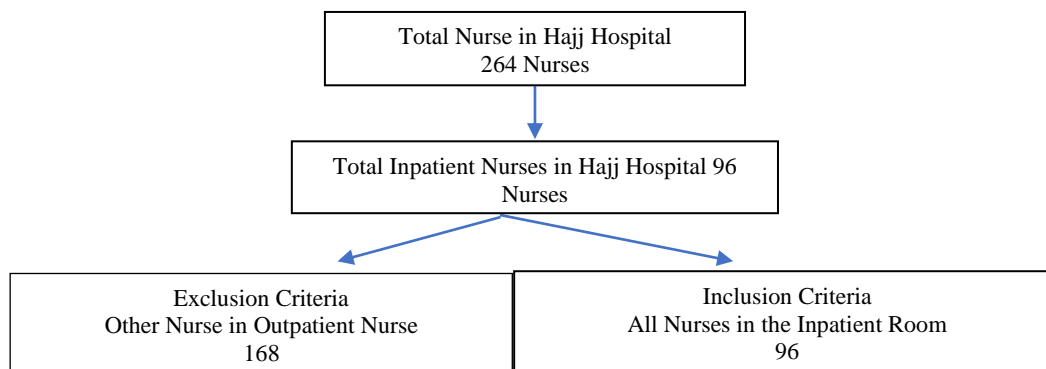


Fig. 1 Inclusion and exclusion criteria

3. Results

The results are displayed in Tables 1-4. In communication questions 1-13 and 16, the average

answer of respondent was good, despite questions number 14 and 15 “Top-Down Communication” having average answers neutral.

Table 1 Nurse communication at inpatient unit in Hajj Hospital Jakarta

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
	Statistic	Statistic	Statistic	Statistic	Statistic	Std. Error Statistic	Statistic
Communication1	96	3	2	5	4.18	.077	.568
Communication2	Top-Down 96 4.13 96	3	2	5	4.17	.066	.414
Communication3		3	2	5	4.04	.071	.482
Communication4		3	2	5	3.80	.075	.539
Communication5	Button Up 96 3.98 96	3	2	5	4.07	.065	.405
Communication6		3	2	5	4.01	.056	.305
Communication7		3	2	5	4.04	.061	.356
Communication8	Horizontal 96 4.20 96	3	2	5	4.02	.053	.273
Communication9		3	2	5	4.17	.066	.414
Communication10		3	2	5	4.24	.055	.289
Communication11	Diagonal 96 3.59 96	3	2	5	4.20	.062	.371
Communication12		3	2	5	3.97	.065	.410
Communication13		4	1	5	3.60	.098	.915
Communication14	3.59 96	4	1	5	3.42	.096	.877
Communication15		4	1	5	3.03	.093	.831
Communication16	96	3	2	5	3.97	.062	.367
Valid N (listwise)	96						

Question number 14: I inform employees of the new policy in other fields. *No. 15:* I help finish in other fields. The questions 1-13 and 16 were as follows: 1) The leadership conveys important information about the new policy in this hospital to the staff; 2) The leader explains the procedure for each job to the staff. Leaders apply feedback; 3) I routinely report every time; 4) I finish conducting work to the leadership. 5) I report difficulties in performing my duties to the leadership; 6) I give relevant advice to the leadership

about the job; 7) I convey my aspirations to superiors who are related to profession; 8) I am open in expressing my opinion to superior; 9) Horizontal Communication: I discuss solving problems with other employees; 10) I provide support to other employees; 11) I share tasks with other employees in the same room; 12) *Diagonal Communication:* I discuss with employees from other fields; 13) My work is assisted by other employees from other fields.

Question number 16 as top-down communication

with statement for positive things: “I support employees from other fields”. Mean top-down good 4, button-up 4 (good), horizontal 4 (good), diagonal good

4. Incentive questions results are shown in Table 2.

Table 2 Nurse incentive at inpatient unit in Hajj Hospital Jakarta

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
	Statistic	Statistic	Statistic	Statistic	Statistic	Std. Error	Statistic
Insentive1	96	4	1	5	2.52	.112	1.095
Insentivef2	Amounts 96	4	1	5	2.92	.108	1.063
Insentive3	Incentive 96	4	1	5	2.79	.100	.967
Insentive4	2.66 96	4	1	5	2.59	.101	0.981
Insentive5	96	4	1	5	2.47	.106	1.036
Insentive6	96	4	1	5	2.57	.104	1.023
Insentive7	Increase 96	4	1	5	3.40	.112	1.100
Insentive8	Incentive 96	4	1	5	2.67	.111	1.092
Insentive9	2.91 96	4	1	5	3.38	.115	1.126
Insentive10	96	4	1	5	2.55	.115	1.123
Insentive11	Accuracy 96	4	1	5	3.59	.091	.889
Insentive12	Smooth 96	4	1	5	2.89	.110	1.075
Insentive13	2.98 96	4	1	5	2.45	.108	1.055
Valid N (listwise)	96						

The answers of the incentive questions were 13 questions that were in average answered “disagree” and neutral. The answer “disagree” in question no. 5: The incentives I received were as expected based on the results of my work. In question no. 13: The incentives I received were as expected based on the results of my work. Questions 1 up to 4 were about amount of incentive: 1) The incentives that you receive are satisfying. 2) The incentives that you receive meet the needs of life. 3) The incentive system now makes me feel at home at work. 4) The implementation of the incentive system is in accordance with the established standards.

Questions no 6-12 were about incentive increase: 6) The incentives I receive are in accordance with my work performance so far. 7) In my opinion, the incentives I get support me to work harder, more active and independent. 8) The incentives I receive are in accordance with my work performance so far. 9) In my opinion, the incentives I get support me to work harder, more active and independent. 10) I receive adequate overtime pay if I work overtime. Accuracy and Smoothness were regarded in questions 11 and 12. No.11: I know clearly when the incentive is given. No. 12: I and the rest of the staff know each other's incentive calculation system. Amount incentive was shown 2.66 (neutral), increase incentive 2.91 (neutral), accuracy and smooth incentive 2.98 (neutral), conclusion all incentives were answered a neutral or was not good.

The result research in Hajj Hospital for stress (see Table 3) there were 30 questions, almost the respondent answered disagree, except question number 8 (calf aches) average answered neutral.

Table 3 Nurse stress at inpatient unit in Hajj Hospital Jakarta

	Descriptive Statistics							
	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance	
	Statistic	Statistic	Statistic	Statistic	Statistic	Std. Error	Statistic	
Stress1	96	4	1	5	2.17	.079	.777	
Stress2	96	4	1	5	2.08	.072	.706	
Stress3	96	4	1	5	2.50	.102	.995	
Stress4	96	4	1	5	2.26	.090	.885	
Stress5	96	4	1	5	2.47	.096	.940	
Stress6	96	4	1	5	2.11	.074	.724	
Stress7	96	4	1	5	2.76	.109	1.064	
Stress8	96	4	1	5	3.26	.115	1.126	
Stress9	96	4	1	5	2.76	.111	1.083	
Stress10	96	4	1	5	2.71	.110	1.075	
Stress11	96	4	1	5	2.34	.090	.881	
Stress12	96	4	1	5	2.00	.076	.740	
Stress13	96	4	1	5	2.01	.075	.733	
Stress14	96	4	1	5	2.08	.083	.816	
Stress15	96	4	1	5	2.27	.080	.788	
Stress16	96	4	1	5	2.32	.088	.864	
Stress17	96	4	1	5	1.83	.064	.627	
Stress18	96	4	1	5	2.46	.094	.917	
Stress19	96	4	1	5	2.10	.078	.761	
Stress20	96	4	1	5	2.07	.068	.666	
Stress21	96	4	1	5	2.41	.083	.815	
Stress22	96	4	1	5	2.02	.073	.711	
Stress23	96	4	1	5	2.08	.076	.749	
Stress24	96	4	1	5	2.09	.071	.697	
Stress25	96	4	1	5	1.83	.075	.735	
Stress26	96	4	1	5	2.04	.068	.664	
Stress27	96	4	1	5	2.00	.066	.649	
Stress28	96	4	1	5	2.00	.071	.696	
Stress29	96	4	1	5	1.92	.069	.675	
Stress30	96	4	1	5	1.93	.065	.637	
Valid N (listwise)	96							

The following questions were answered “disagree”.

3.1. Biological Stress

1) I feel my heart pounding while working; 2) Feeling abdominal pain/heartburn while working; 3) Feeling stiff muscles during/after work (stiff neck); 4) Feeling the frequency of breathing increases; 5) Feeling the pulse increase; 6) Loss of appetite; 7) Hands are tired; 9) Pain; 10) Back pain.

3.2. Psychological Stress

11) Feeling depressed because of work; 12) Blame yourself; 13) Feeling unsuited to the job; 14) Feeling lost concentration or decreased concentration; 15) Easy to forget; 16) Feeling that there is not enough time to get the job done; 17) Avoiding trouble; 18) Thinking little things are too detailed; 19) Feeling slow to a dangerous situation; 20) Disappointed with the results of the work; 21) Feeling bored at work; 22) Confused

in the face of work; 23) Decrease in work productivity; 24) Feeling dissatisfied with work; 25) Leaving work.

3.3. Social Stress

26) Tension in interacting with colleagues; 27) Tensions in interacting with other health teams; 28) Irritable; 29) Easily angry for no reason; 30) I don't like work. Conclusions of stress all disagrees, it was mean

not stress. Mean value of biology 2.51 (neutral), mean Psychology 2.12 (disagree), and social 1.24 (very disagree), conclusion mean of stress 1.95 (very disagree) it was mean all nurses in inpatient unit have not stress despite in pandemic Covid 19.

The result research for performance (Table 4) included 18 questions, 13 of which were answered closely good.

Table 4 Nurse performance in the inpatient unit in Hajj Hospital Jakarta

Descriptive Statistics								
	N	Range	Minimum	Maximum	Mean	Std. Error	Std. Deviation	Variance
	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic
Performance1	96	3	1	4	3.54	.066	.648	.419
Performance2	Quality 96	3	1	4	3.49	.065	.632	.400
Performance3	3.53 96	2	2	4	3.58	.059	.574	.330
Performance4	96	3	1	4	3.49	.063	.615	.379
Performance5	96	2	2	4	3.39	.063	.622	.387
Performance6	Quantity 96	2	2	4	3.57	.059	.576	.331
Performance7	3.53 96	3	1	4	3.64	.059	.583	.339
Performance8	96	2	2	4	3.52	.061	.598	.357
Performance9	96	2	2	4	3.71	.051	.501	.251
Performance10	96	2	2	4	3.78	.047	.463	.215
Performance11	Reliability 96	2	2	4	3.77	.048	.470	.221
Performance12	3.74 96	2	2	4	3.81	.043	.418	.175
Performance13	96	2	2	4	3.64	.056	.545	.297
Performance14	96	3	1	4	3.64	.059	.583	.339
Performance15	Attitude 96	2	2	4	3.69	.050	.488	.238
Performance16	3.58 96	3	1	4	3.30	.089	.872	.760
Performance17	96	3	1	4	3.65	.065	.632	.400
Performance18	96	2	2	4	3.61	.042	.412	.170
Valid N (listwise)	96							

3.4. Quality of Work

1) The officer has carried out the duties or orders of the superior well; 3) The seriousness of work in performing the task is good.

3.5. Quantity of Work

6) I have responsibility in place of duty well; 7) I can cooperate well; 8) Mastery of the field of duty well.

3.6. Reliability

9) Try wherever possible to arrive on time to work; 10) Always trying to be present during business hours; 11) Quick performs the work upon arrival at work; 12) I always use working time well to carry out tasks; 13) I am very passionate about doing my job; 14) The attitude of the work is good; 15) Attitudes toward fellow employees are well established; 17) Could respect other employee areas of duty; 18) Be able to respect the opinions of other employees.

Performance related questions were answered neutral; 4 questions have statement neutral because the average value on < 4, namely: 2) Skills in performing tasks are good. 4) Could complete a given job efficiently, Quantity of Work number. 5) Able to achieve the target of the work determined, Attitude numbers 16. Mean value of quality 3.53 (agree), mean value quantity 3.53 (agree), mean value reliability 3.74

(agree), attitude 3.58 (agree). Nurse performance is concluded to be good.

The analysis correlations between communication and performance were significant, and 11 % of the contribution to incentive and stress were not correlated with nurses' performance because p values > 0.05 (Table 5).

Table 5 Analysis results for the impact of communication, incentive, and stress on nurse performance at the inpatient unit in Hajj Hospital Jakarta

No.	Variable	P Value	R	R ²
1	Communication	0.001	0.0332	0.110(11.0%)
2	Incentive	0.410	0.085	0.007(0.0%)
3	Work Stress	0.459	0.077	0.006 (0.0%)

3.7. Multivariate Analysis Results

Communication, incentive, work stress, and nurses' performance communication was significant to nurses' performance with p value 0.001, R 0.332, R square 0.110 (11%) contribution of communication.

4. Discussion

Communication was good all item question to performance it is needed maintenance and improve, despite stress was not correlation with performance, base research by [17]. ICSQ, Kessler to improve internal communication within organizations it is

necessary to understand of good communication. This study explores the potential impact of internal communication on employee engagement and employer attractiveness by testing the mediating effects of social exchange quality indicators [18]. Nurse managers working nationwide in central hospitals reported moderate levels of stress from workload. However, every fifth nurse manager experienced a high level of stress from workload, which is associated with increased job stress in numerous aspects, decreased overall job satisfaction, and negative perception of the practice environment. This study reveals a critical need to identify those around 20% of nurse managers who experience high levels of stress from workload in order to support and retain them in their positions and to enhance their satisfaction.

Limited research incentive correlation with stress, incentive must be attention and improve on implementation because the answered of nurses disagree of the incentive system is in accordance with the established standards, the incentives I received were as expected based on the results of my work, the incentives I receive are in accordance with my work performance so far, I receive adequate overtime pay if I work overtime, the incentives I received were as expected based on the results of my work [19]. Nadja study, results indicate that whether the introduction of a performance pay component with bonus–malus incentives to the (German) DRG system has a positive effect on the quality of care [20].

Work stress to nurse performance note that if this nurse's stress is allowed to continue, it is estimated that it will interfere with her performance because all answers do not agree, except question calf aches was neutral. Biological Stress of disagree feel my heart pounding while working, feeling abdominal pain/heartburn while working, stiff muscles during/after work (stiff neck), the frequency of breathing increases, the pulse increase, loss of appetite, hands are tired, pain, back pain [11]. Psychological Stress: feeling depressed because of work, Blame yourself, unsuited to the job, lost concentration or decreased concentration, easy to forget, there was not enough time to get the job done, avoid of trouble, thinking the little things are too detailed, feeling slow to a dangerous situation, disappointed with the results of the work, bored at work, confused despite work, decrease in work productivity, dissatisfied with work, leaving of work. Social stress: tension in interacting with colleagues, tensions in interacting with other health teams, irritable, easily angry for no reason, I do not like work. Performance: Quality, quantity, reliability, and attitude were quite good. Communication is all ways of communication, namely top-down, button-up, horizontal and diagonal. Incentives are also lacking as well as stress but because communication goes well, the performance remains

good, research in other hospitals such as the research of Nadja from the study [19]. Overall, our results indicate whether the introduction of a performance pay component with bonus–malus incentives to the (German) DRG system has a positive effect on the quality of care [20].

5. Conclusions and Implications

Nurses in the inpatient unit answered that they were not stressed even though the incentives were not adequate; despite the top-down, bottom-up, horizontal and diagonal communication was very good, it resulted in good performance according to Islamic value.

6. Recommendation

The recommendations are incentives, adjusted to the minimum regional minimum wage and added overtime, even though nurses do not feel stressed in the inpatient unit situation, which is not good for patient visits, they still do top down, bottom-up, horizontal, diagonal communication as well as possible so that their performance remains good.

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