The Influence of Organizational Climate and Public Service Motivation on the Performance of Nurses at the Haji Hospital in South Sulawesi Province

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Abstract

This is a quantitative study employing an observational design with a cross-sectional sample of 182 nurse responders at Haji Hospital in South Sulawesi Province, Indonesia. The purpose of this study is to ascertain the existing organizational environment at the Haji Hospital, to raise knowledge of the hospital's objective, and to discover motivating factors. The findings indicated that organizational atmosphere had a significant effect on nurse performance (0.000). The findings indicated that public service motivation had an influence on nurse performance (0.000). The findings indicated that the organizational environment variable had the greatest impact on nurses' performance at Haji Hospital in South Sulawesi Province. It is advised that the Hajj Hospital's management increase collaboration by swiftly addressing problems, such as accomplishing the Hajj Hospital's objectives. Hajj Hospital management seems to need some degree of flexibility; for instance, team convenience may necessitate more flexible regulations such as teaching and training conducted through online video. It is advised that nurses create solutions to disputes in the organizational atmosphere after seeing the video. Their papers will be evaluated and written instructions will be issued to nurses by the leadership. Following the group discussion, and then individually, each nurse shared their perspectives. The administration of Hajj Hospital gives suitable incentives and recognition for nurses' effective work.

Keywords: Organizational Climate, Public Service Motivation, Performance, Nurses, Hospitals

Introduction

Human Resources is something important and is the basic capital in an organization. The existence of Human Resources can be seen from two aspects, namely the quantity aspect and the quality aspect. The quantity aspect includes the number of Human Resources available in the organization, while the quality aspect includes the ability of Human Resources both physical and non-physical, intelligence and mental in carrying out all duties and responsibilities (Elfrida, 2009).

Human Resources who are skilled and reliable in their fields are needed so that the resulting performance can make a significant contribution to the organization. According to Suyadi (1999) performance is the result of work that can be achieved by a person or group of people in an organization, in accordance with their respective authorities and responsibilities, in an

effort to achieve the goals of the organization concerned legally, not violating the law and in accordance with morals and ethics.

Employee performance is a very important thing in the organization's efforts to achieve its goals (Kusmaningtyas & Priyana, 2013). On the other hand, according to Suyadi (1999) performance is the result of work that can be achieved by a person or group of people in an organization, in accordance with their respective authorities and responsibilities, in an effort to achieve the goals of the organization concerned legally, not violating the law and in accordance with with morals and ethics. Performance measures of a job play an important role in research and practice. The success or failure of the organization depends on the performance of the employees in the organization. The higher the employee's performance, the greater the chances of an organization's success, and vice versa, the lower the employee's performance, the greater the probability of an organization's failure (Yelboğa 2012).

A large organization is created from high employee performance, but the important thing that can be considered influential in terms of the quality or not of employee performance is the organizational climate and public service motivation (Public Service Motivation). Organizational climate has a strong influence on employee behavior and plays an important role in the progress of the organization (Carlucci & Schiuma, 2012);(Nazari et al., 2011). The results of the research by Salleh et al; Latif (2012); and Zameer et al showed that there was a significant influence of organizational climate on nurse performance. A good organizational climate at work creates comfort, mutual respect, and togetherness in work. On the other hand, an optimal organizational climate leads to the creation of trust and interpersonal cooperation, the necessary factors for knowledge sharing and motivation.

Motivation as one of the factors that can affect performance comes from within the employee. Employee motivation is a key factor that determines the actions and behaviors that are manifested in the effort and energy to achieve company goals and also achieve their own goals. Motivation provides energy and directly strives to achieve organizational goals (Robbins & Judge, 2013).

Employee motivation will produce a product in the form of an individual tendency to respond to unique basic motives in public institutions and organizations, this is also known as Public Service Motivation (PSM) in the world of public service. Research by Nicola (2013) states that the two variables, namely organizational climate and motivation, have a positive effect on persistence, output, and productivity. These two conditions are also one of the triggers for increasing PSM on performance.

Several studies have been conducted to test the effectiveness of Public Service Motivation and organizational climate, including research conducted by Agus and Astari. Research conducted by Agus (2018) states that there is a significant effect of PSM on the performance of doctors at the Taman Husada Bontang Regional General Hospital, while research conducted by Astari (2017) states that there is a significant effect of PSM on OCB. On the other hand, there is no effect of job satisfaction on OCB, and there is a joint effect of PSM and job satisfaction on OCB.

The results of the evaluation of the performance of nurses in hospitals were measured using nursing care standards based on the standards of the Indonesian National Nurses Association (PPNI) in 2010 obtained achievements on 5 indicators of nursing care, namely nursing assessment (70.23%), nursing diagnoses (71.5%), nursing planning (69.84%), nursing actions (72%), evaluation (71.9%), and nursing notes (75.10%). So it can be seen that the performance of nurses at the Haji Hospital in South Sulawesi Province in 2019 with an average of 71.76%, which means that the PPNI standard is not 100%.

As for the background of the problem, based on the results of interviews with inpatients, the patient stated that the services provided by nurses to patients were still lacking. On the other hand, based on the results of interviews with hospital staff, we obtained information that some nurses, especially in inpatient installations, were still experiencing delays in their attendance. The delay of nurses in carrying out their duties can be triggered by several factors including the organizational climate.

Methods

This research was conducted at Haji Hospital, South Sulawesi Province. This type of research is a quantitative research that uses an analytical observational study with a cross sectional study design. The population of this study were all nurses who performed services and served in the Haji Hospital, South Sulawesi Province, namely 182 people. The instrument used in data collection is a structured questionnaire containing statements about the variables filled in by the respondents. Data analysis carried out in this study was univariate analysis, bivariate analysis and multivariate analysis.

Results and Discussion

Table 1. Distribution of Research Respondents Characteristics on Nurses at Haji Hospital, South Sulawesi Province in 2021

Characteristic	Research Sample	
	n	%
Age (Years)		
20-30	60	32.9
31-40	69	37.9
>40	53	29.2
Sum	182	100.0
Gender		
man	43	23.6
Woman	139	76.4
Sum	182	100.0
Length of Work (Years)		
3-5	27	14.8
6-8	80	43.9
>8	75	41.3
Sum	182	100.0
The Last Education		
DIII	57	31.3
Bachelor	21	11.5
Ners	104	57.2
Sum	182	100.0
Staffing Status		
PNS	130	71.4
Others (Honorees)	52	28.6
Sum	182	100.0

Source: Primary Data

The frequency distribution in Table 1 is based on the sample characteristics at the study site; the majority of respondents at the Haji Hospital in South Sulawesi Province were between the ages of 31 and 40 years, with as many as 69 respondents (37.9 percent). In terms of gender,

the majority of responses were female, totaling 139. (76.4 percent). According to their term of employment, the majority of respondents worked for six to eight years, with up to 80 respondents working for more than eight years (43.9 percent). According to their most recent education, all respondents, up to 104 respondents, are educated nurses (57.2 percent). According to their job status, the majority of respondents, up to 130, were public employees (71.4 percent).

Tabel 2. Distribution of Research Variables by Category on Nurses in Haji Hospital of South Sulawesi Province in 2021

Variable	Research Sample	
	n	%
Organizational Climate		
Tall	73	40.1
Low	109	59.9
Sum	182	100.0
Public Service Motivation		
Tall	78	42.8
Low	104	57.2
Sum	182	100.0
Performance		
Tall	70	38.5
Low	112	61.5
Sum	182	100.0

Source: Primary Data

According to Table 2, some respondents at the Haji Hospital in South Sulawesi Province expressed concern about the organizational atmosphere, public service motivation, and nursing performance.

Table3. Analysis of Crosstabulation and Influence of Organizational Climate Variables and Nurse Performance at Haji Hospital in South Sulawesi Province in 2021

Organizational Climate	Nurse Performance				Total		<i>P</i>
	Tall		Low				
	n	%	n	%	N	%	0.000
Tall	41	56.2	32	43.8	73	100.0	
Low	29	26.6	80	73.4	109	100.0	
Total	70	38.5	112	61.5	182	100.0	

Source: Primary Data

The connection between the independent variable and the dependent variable is shown in the following table. According to the findings of the study, the impact of organizational environment on the performance of nurses at the Haji Hospital in South Sulawesi Province may be seen. Based on the results of statistical tests conducted using the Chi Square test, the conclusion was reached that because the value of $p = 0.0000.05$ H_0 is rejected and H_a is accepted, the influence of organizational climate on the performance of nurses at the Haji Hospital in South Sulawesi Province can be confirmed ($p = 0.0000.05$ H_0 is rejected and H_a is accepted).

Table 4. Analysis of Crosstabulation and Variable Influence of *Public Service Motivation* and Nurse Performance in Haji Hospital in South Sulawesi Province in 2021

PSM	Nurse Performance				Total		<i>P</i>
	Tall		Low				
	n	%	n	%	N	%	
Tall	18	23.1	60	76.9	78	100.0	0.000
Low	52	50.0	52	50.0	104	100.0	
Total	70	38.5	112	61.5	182	100.0	

Sumber: Data Primer

The influence of Public Service Motivation on the performance of nurses at the Haji Hospital in South Sulawesi Province is seen in Table 4 of this report. Based on the results of statistical tests conducted using the Chi Square test, the hypothesis H₀ is rejected, and the hypothesis H_a is accepted. Therefore, there is an influence of public service motivation on the performance of nurses at Haji Hospital in South Sulawesi Province, as demonstrated by the value of $p = 0.000$. 0.05 H₀ is rejected and H_a is accepted.

Table 5. Analysis of The Influence of Organizational Climate Variables and *Public Service Motivation* on Nurse Performance in Haji Hospital in South Sulawesi Province in 2021

Variable / Step	B	S.E.	Forest	Itself.	Exp(B)
Step 1					
Organizational Climate	1.159	.330	12.316	.000	3.188
PSM	-1.091	.344	10.046	.002	.336
Constant	.408	.792	.266	.606	1.504

Source: Primary Data

Table 5 demonstrates that, of the two variables included in the multivariate analysis stage 1, the organizational climate variable has an influence on the performance of nurses at the Haji Hospital in South Sulawesi Province with a value of sig (0.000 0.05), and Public Service Motivation (PSM) has an influence on the performance of nurses at the Haji Hospital in South Sulawesi Province with a value of sig (0.002 0.05), respectively. It was found that, with an Exp (B) value of 3,188, organizational environment is the variable that most significantly influences nurse performance at the Haji Hospital in South Sulawesi Province, according to the findings of the study.

It is hypothesized in research hypothesis 1 (H₁) that the organizational climate has an impact on nurse performance. According to the results of a statistical study done at the Haji Hospital in South Sulawesi Province, it is known that the organizational environment has an impact on the performance of nurses. A substantial impact is also shown by a significance value of 0.000, and as a result, study hypothesis 1 (H₁) is accepted in this particular instance.

The findings of the research were based on the characteristics of respondents by age group, with the highest proportion (high) achieved in the age range 31-40 years, accounting for 46.4 percent of the total. Respondents who identified as female in terms of gender (height) received a percentage of 41.7 percent. The respondents with the greatest percentage based on length of service were in the area of 6-8 years with a percentage of 48.2 percent, while the respondents with the lowest percentage were in the range of 6-8 years. Those who completed their DIII schooling within the previous five years had the greatest percentage score (50.9 percent), while those who held public servant status received the best percentage score (46.7 percent).

The organizational environment has an impact on the human resources (HR) practices and

policies that are accepted by members of the company. Have a plan in place for managing human resources. The descriptive measurement of organizational climate produces the results. Individuals have a preconceived notion of the attributes of an organization. As a result, it is possible to conclude that the factors influencing organizational climate can be identified and measured through individual descriptive perceptions of organizational objective characteristics carried out by individual employees, in this case the performance of nurses who are also members of an organization. In light of the fact that this situation is influenced by a negative organizational climate, it follows that a personnel arrangement for all employees must be in place in order to encourage the creation of high performance through improved employee performance in order to be able to overcome these issues.

The second research hypothesis (H2) indicates that nurses' motivation to serve the public has an impact on their performance. According to the results of the statistical analysis that was done, it is known that public service motivation has an impact on the performance of nurses at the Haji Hospital in the South Sulawesi Province. A substantial impact is also shown by a significance value of 0.000, and as a result, study hypothesis 2 (H2) is accepted in this particular instance.

As a whole, the findings of this research suggest that the respondent's characteristics are determined by the respondent's age at the time of the biggest percentage (high), which is 62.3 percent for those over the age of 40 years (high). Women account for 51.1 percent of those who answered with the greatest percentage (high), whereas respondents aged 3-5 years get a 100.0 percent response rate depending on the duration of their job history. 54.8 percent of respondents had the most recent educational level of Nurse, which was the highest percentage score in the study. Respondents with other job status (honorary) had the greatest percentage figure, with 69.2 percent of those who answered being in this category. PSM has the potential to play a significant role in the administration of public services, both conceptually and practically. Approximately 44.5 percent of those who participated in the research did not agree with the statement "Interested in participating in the policy making process at the hospital," according to the study's findings. This is due to the fact that the only delegation of nurses who are present in each treatment room and who are involved in the creation of policies in this situation is the nurse in charge of the room in question.

The third research hypothesis (H3) argues that the variable that has the greatest impact on nurse performance is the organizational environment of the organization. According to the results of a statistical study done at the Haji Hospital in South Sulawesi Province, it is known that the organizational environment has an impact on the performance of nurses. The value of Exp (B) 3.188 likewise demonstrates a statistically significant impact, indicating that research hypothesis 3 (H3) is accepted in this instance.

Organization as something that can be assessed in the workplace has the potential to influence people and their work in ways that are either direct or indirect, with the idea that it will influence employee motivation and behavior. An organization's treatment of its members may be clearly described by the features of its organizational environment.

As a result, when members have a favorable opinion of the organizational environment, it will have a different influence on member behavior than when members have a negative perception of the organizational climate. Because the organizational climate is supposed to have an impact on the behavior of members, it is hypothesized that the organizational climate has a link with the work motivation of individual members of the organization in this research. When the organizational environment is not taken into consideration, it will have a negative influence on the company. This is because workers will encounter hurdles in carrying out their task, resulting in a lack of excitement in finishing their work.

Conclusion

The findings indicated that the Haji Hospital in South Sulawesi Province's nurses' performance was influenced by the atmosphere of the organization and the incentive of public service. In order to fulfill organizational objectives, it is necessary for an organization to develop a positive work environment in order to motivate its employees. As a result, public service motivation has a direct impact on the performance of nurses at the Haji Hospital in South Sulawesi Province, which can be demonstrated by the presence of positive public service motivation, which will produce competent and highly dedicated workers or employees, and can improve work performance. According to the findings of the research, organizational environment is the most important factor in increasing the performance of nurses at the Haji Hospital in South Sulawesi Province. Haji Hospital in South Sulawesi Province should pay attention to conflicts that arise so that they can be resolved immediately by conducting guidance or training so that problems can be solved in addition to increasing public service motivation with the head of the room or installation developing relationships between employees, more responsive, and providing support to subordinates in order to improve the organizational climate.

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