
ANALYSIS OF THE RELATIONSHIP BETWEEN WORK CLIMATE, WORK ETHIC AND WORK DISCIPLINE WITH THE WORK PRODUCTIVITY OF NON-MILITARY IMPLEMENTING NURSES AT THE Dr. RAMELAN NAVAL HOSPITAL, SURABAYA

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ABSTRACT

Introduction

Contribution of nursing service to the quality of health service depends upon nursing management, and one of the indicators of excellence in nursing is how much the productivity of the staff nurse in providing a good care to clients and families. To achieve the optimal productivity growth needs some supporting factors including conducive work, work climate, good work ethos and high discipline. This research aims at identifying the relationship between work climate, ethos, and discipline with work productivity of non-military nurses at RSAL dr. Ramelan Surabaya.

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The design of this research was a descriptive correlation. The number of samples was 170 of 302 total population, obtained through a systematic random sampling technique. The univariate, bivariate and multivariate analysis were utilized to identify the correlation between the independent and dependent variables. Using the level of significance ($\alpha=0.05$), the bivariate analysis identified a relationship between work productivity and work climate ($p=0.032$), psychological ($p=0.00$), and social dimensions ($p=0.012$), ethos ($p=0.035$), discipline ($p=0.028$), compliance to the schedule ($p=0.014$), local policy ($p=0.00$), standard ($p=0.024$) and direct superior ($p=0.014$).The multivariate analysis showed that age (0.000) represents most related to work productivity.

Conclusion

Recommendation is directed to the director and nursing manager at dr. Ramelan Surabaya Hospital, that performance of nursing care, work discipline standards and team building development, fair reward system for high work performance and penalty for low work performance need to be developed further. In turn, all components mentioned above will improve work productivity as a final goal of management, especially nursing management.

INTRODUCTION

The contribution of nursing services to the quality of health services depends on nursing management, and one measure of the success of good nursing services is how much productivity the nurses have in providing good nursing care to clients and their families (Gibson, 1997; Hansen in Swansburg, 2000). With high nurse work productivity, services in hospitals will improve, profits in nursing organizations will increase and client satisfaction as recipients of nursing services will be met.

Several research findings on nurses' work productivity include Efitra (2002) in her study at Padang Community Health Center, which stated that only 49.3% of nurses had high productivity. Gempari's (1993) study stated that nurses' work time productivity in the inpatient ward of the Jakarta Islamic Hospital was only 60.1%. These studies indicate that nursing services are still suboptimal, with an average of only 50% having good work productivity. Several factors are known to influence work productivity, including work climate, work ethic, and work discipline.

Zimmamoto (1992) states that work climate is the internal environment or psychology of an organization that influences the HR practices and policies accepted by its members. Each organization will have a different work climate. For nurses in hospitals, the work climate is in the inpatient and outpatient wards, depending on their workplace. The work climate in the inpatient ward is closely related to the process of creating a conducive work environment in the hospital, thus creating harmonious relationships and cooperation that result in improved work productivity for nurses. Nursing managers need to condition their

environment to be conducive for nurses to express their innovation and creativity.

Another supporting factor in increasing work productivity is work ethic. According to Max Weber (1998) in Jansen (2002), work ethic is defined as ethical work behavior that becomes a work habit that is based on ethics that must be carried out in the workplace. The situation of the nursing profession is developing itself, then a strong work ethic will be considered an absolute prerequisite, which must be cultivated in the nursing profession to open the views and attitudes of nurses to value hard and earnest work, and erode the haphazard work attitude that is not oriented towards proper quality or quality. A good work ethic will create a conducive work atmosphere that will support good task implementation and provide a high level of productivity (Priyanto, 2009).

Work ethic is reflected in the discipline of carrying out work. Nurses are also required to be disciplined in their work. According to Tulus (2004), the problem of work discipline is a problem that needs to be considered, because with discipline, it can affect the effectiveness and efficiency in achieving organizational goals. Discipline is the most important operative function of human resource management because the better the work discipline, the higher the work performance that can be achieved. With frequent lack of discipline in human resources, the target for completing work is never achieved, which in turn affects the work productivity of the organization (Ilyas, 2001; Hasibuan, 2003).

A preliminary study at Dr. Ramelan Hospital in Surabaya found that the work climate, discipline, and work ethic may differ from those at other general hospitals. This is because the hospital's work climate, ethic,

and discipline are structurally influenced by naval regulations, which focus on established work climate, ethic, and discipline. This, in

turn, influences the development of nursing within the hospital.

METHOD

The method used in this study is a descriptive correlative method, where the influence or relationship between the variables of work climate, work discipline and work ethic with the work productivity of implementing nurses at Dr. Ramelan Hospital Surabaya will be studied with a cross-sectional approach, namely data collection from the four variables collected at one time. The main target of this study is non-military nurses with a work period in the inpatient room of at least two years with a total of 170 people,

who were taken by probability sampling with a systematic random sampling technique, where all elements in the population have the same opportunity to be taken as a sample representing the population according to the number of personnel in each room where implementing nurses are on duty. The data collection instrument used a structured questionnaire developed based on a grid of components of work climate variables, work discipline, work ethic and work productivity related to the characteristics of implementing nurses.

RESULTS

Table 1.1 Frequency distribution of respondents based on characteristics of gender, age and length of service of non-

military nurses at Dr. Ramelan Naval Hospital, Surabaya, May 2009 (N=170)

NO	Respondent characteristics	frequency	(%)
1	Gender		
	Man	14	8
	Woman	156	92
2	Age		
	20 – 30 years	71	42
	31 – 40 years old	91	53
	41 – 55 years old	8	5
3	Length of working	88	52
	25 years	37	22
	5 – 10 years	36	21
	10 - 15 years	9	5
	>15 years		

Table 2.1 Relationship between climate, work ethic and discipline with nurses' work productivity (N=170)

Variables	OR (95% CI)	P-value
1. Work Climate	2,061 (1,110-3,827)	0.032
a. psychological dimension	6,200 (2,178-17,647)	0,000
b. structural dimensions	1.858 (0.964-3.582)	0.090
c. Social dimension	2,308 (1,240-4,297)	0.012
d. Bureaucratic dimension	1,800 (0.968-3.345)	0.087
2. Work ethic	2,030 (1,094-3,766)	0.035
3. Work discipline	2,129 (1,129-4,014)	0.028
a. Adhere to working hours	4,098 (1,389-12,081)	0.014
b. Comply with the rules and regulations	6,778 (3,331-13,791)	0,000
c. Comply with standards	0.497 (0.262-0.943)	0.046
d. Obey your superiors	3,042 (1,351-6,852)	0.010

Multiple logistic regression modeling (N=170)

Variables	p-value	Exp(B)	95.0% CI for EXP(B)	
			Lower	Upper
Age	0,000	6,005	2,863	12,597
Work discipline	0.008	3,322	1,361	8.109
Work ethic	0.040	2,401	1,039	5,545
Work climate	0.072	.434	.175	1,076

DISCUSSION

Perceptions of Death

First, the work climate is related to the work productivity of non-military nurses at the Dr. Ramelan Naval Hospital in Surabaya (p value = 0.032). The more conducive the work climate, the better the nurses' productivity. Nurses who are happy with what they do will have an impact on their performance and will be a motivator in themselves in improving their work performance. The work climate in the

treatment room is very necessary to be created and efforts to create a conducive work climate implicitly require the maturity of nursing managers in using their leadership and an understanding of the overall complexity of the organization in using the methods, techniques and equipment needed in carrying out each activity. Marquis and Huston (2000), stated that in an effort to empower nursing staff, several

organizational aspects are needed, including philosophy, organizational structure, responsibility, cooperative relationships or coordination, performance standards and nurse autonomy. If these aspects do not receive enough attention, it will create non-conducive work conditions. Several dimensions of the work climate that were also analyzed obtained the following results (1) Psychological conditions felt by nurses regarding their workload, autonomy, and innovation have a significant relationship with work productivity (p-value = 0.000). Good psychological conditions for nurses while working will create a feeling of comfort, effective communication, increased intellectual function, thus resulting in better work productivity. Psychological needs of nurses at work will be met if the relationship between colleagues is good, mutually supportive and there is a common view to achieve organizational goals. Robbin (2001) said that in an organization, harmony and compatibility are needed in every implementation of work activities or activities to make employees happy with their work and motivated to work optimally according to organizational goals. (2) Structural conditions, namely the conditions felt by nurses regarding the conditions of the work environment, are not related to work productivity (p-value = 0.090). The results of this study contradict the statement of Simanjuntak (1995), which states that the environment is one of the main determinants of organizational productivity. Possible reasons could cause the structural dimensions to be felt to be unrelated to work productivity at RSAL dr. Ramelan Surabaya is a cultural factor. Most non-military nurses at RSAL dr. Ramelan Surabaya adhere to Javanese culture where there is an assumption that they are satisfied and have their own pride and are considered the most important factor, namely if they can work in a government agency, especially in the ABRI environment, even

with minimal income and less supportive workplace conditions. (3) The social dimension is significantly related to work productivity (p value = 0.012). This finding is in line with Robbin's opinion (2001) who said that social relationships in an organization are formed from coworkers who are motivators that provide ease for workers in carrying out their duties. (4) The bureaucratic dimension, namely the condition felt by nurses regarding clarity regarding tasks or limits of authority, rights and obligations carried out related to tasks, is not related to the work productivity of non-military nurses at RSAL dr. Ramelan Surabaya (p value = 0.087). The results of this study contradict the opinion of Laschinger (2002), in Hasibuan (1999), who said that a nurse's work environment without clear policies causes a decrease in work motivation, dissatisfaction, and a weakened mentality. At Dr. Ramelan Naval Hospital in Surabaya, the high work ethic inherent in naval doctrine enables nurses to work productively under the prevailing conditions.

Second, work ethic has a significant relationship with the work productivity of non-military nurses at the Dr. Ramelan Naval Hospital in Surabaya (p value 0.035). This finding is in line with Tasmara's (1991) opinion that a high work ethic means seriously mobilizing all one's potential to achieve something, highly valuing time, never feeling satisfied, being frugal and having a high work spirit. So if the hospital is able to increase the spirit and enthusiasm of work by cultivating a good work ethic, the hospital will gain many benefits, including work will be completed quickly because nurses will work according to their competence, damage will be reduced because nurses with a high work ethic will be responsible for what they do, absenteeism will be minimized, and the possibility of nurse turnover can occur to a minimum. One

strategy that can be used to improve the work ethic of nurses is to foster a professional attitude that is controlled through an understanding of professional ethics, raise awareness and open the views and attitudes of nurses to value hard and earnest work highly, and erode the careless work attitude that is not oriented towards quality.

Third, work discipline is most significantly related to the work productivity of non-military nurses at the Dr. Ramelan Naval Hospital in Surabaya (p-value = 0.028). This finding agrees with Ilyas (2001) who stated that the decline in company productivity is partly caused by the work behavior of employees who are less disciplined, which is indicated by the behavior of employees who often skip work, fall asleep during active work hours, or go home early from work hours. Several dimensions of work discipline that were also analyzed obtained the following results: (1) Nurses' compliance with work hours/duty time is significantly related to their work productivity (p-value = 0.014). This finding agrees with Stamps' (1997) statement, which says that one component of job satisfaction that is relevant to the health sector is the existence of organizational policies in the form of rules or restrictions that are set and enforced by hospital management. These policies include employee supervision, work schedule arrangements, holidays and opportunities for development and welfare. Determining work schedules according to the percentage of time used, for example when someone should start and stop working, when to start working again and when it will end and so on, will likely prevent waste and work will be effective and efficient. If employees

come to work according to the specified working hours, the target for completing work will be achieved according to the set target. (2) Nurses' compliance with regulations is related to their work productivity (p-value = 0.000). The results of this study agree with Siagian (2001) who stated that another factor that determines work productivity is work discipline, which means the willingness to comply with the regulations that apply in each work organization's environment, so that it is expected to increase work productivity. (3) Nurses' compliance with standards is significantly related to their work productivity (p-value = 0.046). The results of this study agree with what Gillies (1994) said, that the use of nursing standards is necessary to determine the quality of services provided and to reduce costs and is expected to limit the possibility of negligence. The existence of standard work standards will make work certainty clear, each person will know the limits of their authority and responsibility, thus facilitating daily work well which will ultimately increase their productivity. If employees do not know their work standards and authority, they will tend to go in the wrong direction, which will result in a decline in their performance. Many employees are productive but have not been able to do their work well because they are not clear about the authority they must carry out. (4) Nurses' compliance with their superiors is related to their work productivity. Researchers assume that many nurses show good work productivity because of their respect and strictness towards their superiors. Nurses feel uncomfortable if they do not do their work according to the given targets.

CONCLUSIONS AND SUGGESTIONS

The work climate is related to the work productivity of non-military nurses at the Dr. Ramelan Naval Hospital, Surabaya. The psychological dimensions of non-military nurses at the Dr. Ramelan Naval Hospital in Surabaya are related to their work productivity. The structural dimensions of non-military nurses at the Dr. Ramelan Naval

Hospital in Surabaya are not related to their work productivity. The social dimension of non-military nurses at the Dr. Ramelan Naval Hospital in Surabaya is related to their work productivity. The bureaucratic dimension of non-military nurses at the Dr. Ramelan Naval Hospital in Surabaya is not related to their work productivity.

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