

## THE INFLUENCE OF TRAINING TOWARDS NURSE PERFORMANCE IN EMERGENCY UNIT AT CIBABAT GENERAL HOSPITAL CIMAHI

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### Abstract

Human Resources (HR) is one of the critical assets in the institution, as well as partners of hospitals in carrying out every activity because they produce and carry out work. Hospitals have goals and objectives to be able to obtain maximum profit and quality human resources. Therefore, human resources play the most important and potential role for the success of a hospital considering that human resources are determinants of hospital activities in planning, organising and decision making. To realise it all, one of the efforts that can be made by the Hospital to improve the quality of nurses is by conducting training or training.

The purpose of this study was to find out how the training and performance of nurses in Emergency Unit at Cibabat General Hospital according to nurses' views and to determine the effect of the training provided by Cibabat General Hospital on nurse performance.

This research is a quantitative study involving 50 respondents as a sample. The method of data collection is done by distributing questionnaires that use a 5-point Likert scale. The statistical analysis technique performed is descriptive analysis and simple linear regression analysis to test the hypothesis by using SPSS for Macbook v.22 for processing the data.

**Keyword: Keywords: training, employee performance, hospital.**

### 1. Introduction

Human resources management is an important part of the organization management that focuses on human resources. The task of extracting human resources is to systematically cultivate the human element so as to obtain the workforce that perceives it is work. Human resources management is a particular management field that studies human relationships and roles in corporate organizations. The human resource management element is the human manpower of the company [1].

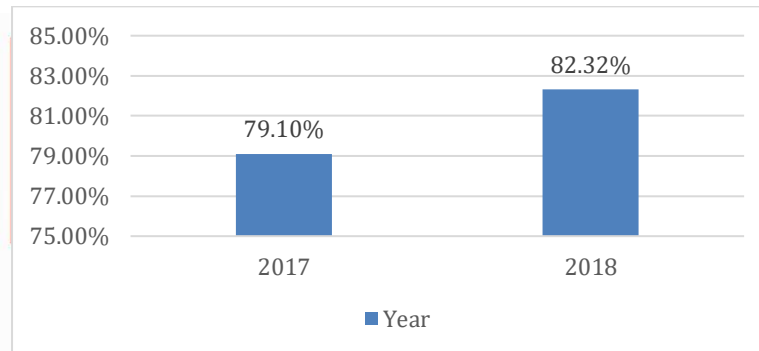
The hospital is one of the institutions that move in health care with the responsibilities of treatment, care, working toward healing and health of the patient and seeking a healthy life for the community. The hospital's understanding is according to (Regulation of The Minister of Health The Republic of Indonesia : 2010) number 340/MENKES/PER/III/2010, suggest that the hospital is a health-care institution that regulates individual health care that provides hospitalization, outpatient care, and emergency services. [2].

Nurses are the most critical resource in carrying out the services of a hospital; nurses are required to have intellectual abilities, interpersonal communication, technical and moral

abilities. The characteristics of nurses who always determine the direction and strength of work are motivation and others such as level of knowledge, work skills, innovative values, dedication and dedication to each profession.

Training is good for the organization, the goal of training is to improve labor productivity because of its lack of skills, knowledge, and employment. The training can be done with every employee in the company but, more than it can do with operational employees [3].

### Percentage of Nurse Performance in Emergency Unit Cibabat General Hospital Cimahi 2017 - 2018



Source: Internal Data Cibabat General Hospital Cimahi

Based on the figure above, percentage of nurse performance in Emergency Unit can be seen that from 2017 to 2018 shows an increase of 3.22%. On the 2017 chart, the performance percentage shows 79.10%. Then in 2018, the percentage of performance has increased, which is to 82.32%. But, they have not been able to reach the hospital's target of 85%.

The above description has been revealed that employees work training is one of the factors affecting the nurse's performance in emergency room at Cibabat General Hospital Cimahi. In order for human resources and the development of human resources, the nurses need the training to keep them working well. Thus the fulfillment of the hospital's objectives depends upon the work of the caregivers at the attention of the importance of human resources, and the hospital needs to observe the ability of their nurse.

Because of that, researches feel attracted to do research by title **"THE INFLUENCE OF TRAINING TOWARDS NURSE PERFORMANCE IN EMERGENCY UNIT AT CIBABAT GENERAL HOSPITAL CIMAH"**.

## 2. Literature Review and Methodology

### 2.1 Human Resource Management

Human resource management is a human management process, through planning, recruitment, selection, Training, development, compensation, career, safety and health and maintaining industrial relations until termination of employment in order to achieve company goals and increase the welfare of stakeholders [4].

### 2.2 Performance

Performance is the result of work and work behavior that has achieved in completing the tasks and responsibilities given in a given period [4].

### 2.3 Performance Appraisal Dimension

This indicator will become a benchmark in measuring employee performance. The explanations of each of the dimensions above are as follows [4]:

- a. **Quality**  
Performance measurement was done by looking at the quality (quality) of the work produced through a particular process..
- b. **Quantity**  
To measure the performance can also be done with a view of the quantity produced by someone.
- c. **Time**  
For certain types of work given a time limit in completing work.
- d. **Emphasis Fees**  
Costs incurred for each activity the company has budgeted before the activity execute.
- e. **Supervision**  
With supervision, every job will produce good performance.
- f. **Interpersonal Employee**  
The performance assessment is associated with the cooperation or harmony among employees and between leaders.

## 2.4 Training

Training is a business improve employee technical, theoretical, conceptual and moral abilities by the needs of work or position through education and Training [5].

## 2.5 Training Dimension

The dimensions of Training are [6]:

- a. **Training Objectives and Objectives**  
Training is a method used by every company in developing knowledge and skills for its employees.
- b. **Coach Quality**  
Coach professionalism and mastery of the material is a must. This is because employees are company tools that require skills.
- c. **Training Materials**  
Each Training carried out has a variety of material presented according to their needs and work.
- d. **Training Methods**  
The organization must be smart in selecting and monitoring what methods are by the level of ability of employees.
- e. **Training Participants**  
This component is quite essential but is often ignored by the Training implementation team. Training to be held, the requirements for participants are also neglected.

## 2.6 Relationship between Performance and Training

If the result of the Training assessments that are being acquired during good Training, then the company will be affected, as well as the increased performance of the employees, and will accomplish the vision and mission of the company. So it is the opposite [4].

## 2.7 Research Framework

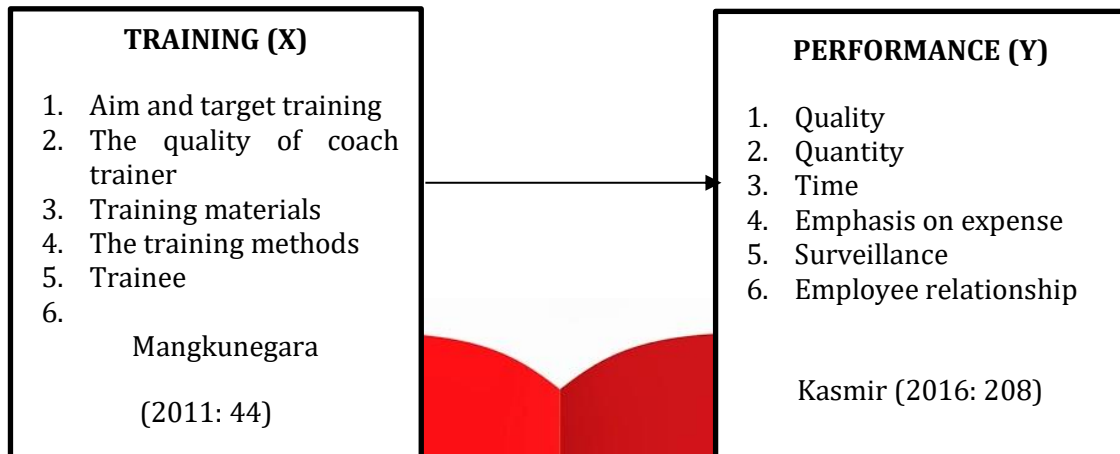


Figure 2.1  
Research Framework

## 3. Research Methodology

### 3.1 Population and Sample

The population in this study were all 50 nurses in Emergency Room at Cibabat General Hospital Cimahi. Writer use non-probability sampling techniques to remove samples that don't provide an opportunity for every agent or member of the population to be selected as samples, with a type of positive purposive sampling is a specially considered sample picking technique.

- a. Classic Assumptions Test
  - 1) Normality Test  
The normality test for this data is needed because the results of the static test (t-test or f test) will be presented into the parameters in the population. [7].
  - 2) The heteroscedasticity test is to see whether there are inequalities in the variance of the variable residuals to other variables. [7].
- b. Simple Linear Regression Analysis  
Linear regression analysis is an analysis used to determine the effect of independent / independent variables on the dependent variable. [7].
- c. Hypothetical Test
  - 1) Determination Coefficient ( $R^2$ )  
The coefficient of determination is used to be able to see how much the level of influence between the independent variables on the dependent variable. The formula for finding the coefficient of determination ( $R^2$ ) is as follows [8]:

$$KD = r^2 \times 100\%$$

Description:

KD = Coefficient Determination Value

$r^2$  = Coefficient Determination Value

The coefficient of determination is  $0 \leq r^2 \leq 1$  if the coefficient of determination gets smaller or near zero means that the independent variable does not affect the dependent variable at all. If the coefficient of determination gets bigger or closer to one, it can be said that the independent variable affects the dependent variable.

- 2) The Significant Test

The t-test is used to find out how the independent variables affect the dependent variable. So the hypothesis is:

H<sup>0</sup>: Training did not significantly influence the performance of Cibabat General Hospital Cimahi nurses.

H<sup>1</sup>: Training significantly influences the performance of Cibabat General Hospital Cimahi nurses.

The t-test is a test method in statistics that is used to test the influence of Training variables as independent variables on performance variables as dependent variables. The usefulness of this t-test is to test whether the Training variable (X) influences the performance of the Nurse on Emergency Unit at Cibabat General Hospital Cimahi, using the formula Sugiyono (2011: 223)

$$t = \frac{r\sqrt{n-2}}{\sqrt{1-r^2}}$$

Description :

r = Coefficient refression

n = The number of respondents

t = Hypothetical test

In this study the basis of a nures’s performance in determining a hypothesis is based on T-test:

- a) If statistic  $-t \text{ table} \leq t \text{ count} \leq t \text{ table}$ , then  $H_0$  receive  $H_1$  ignore.
- b) If statistic  $t \text{ count} \leq -t \text{ table}$ , then  $H_0$  ignore  $H_1$  receive.

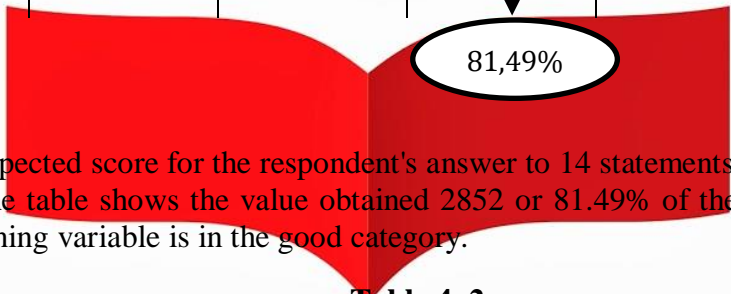
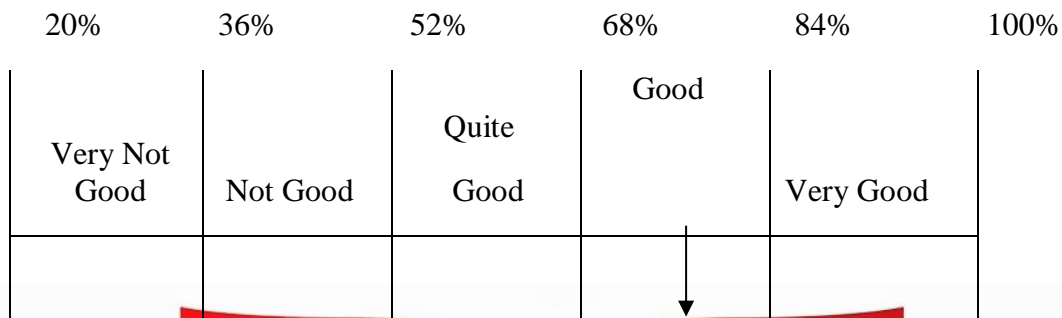
**4. Research Result**

**4.1 Descriptive Analysis**

**Table 4. 1**  
**Total Respondents' Response to Training Variables**

Sub-Variable	Total Score	Ideal Score	Percentage
Target and Training Objectives	591	750	78,80%
Coach	422	500	84,40%
Material	618	750	82,40%
Methods	620	750	82,67%
Participants	601	750	80,13%
<b>Total</b>	<b>2852</b>	<b>3500</b>	<b>81,49%</b>

**Figure 4. 1**  
**Training Variable Continuum Line**

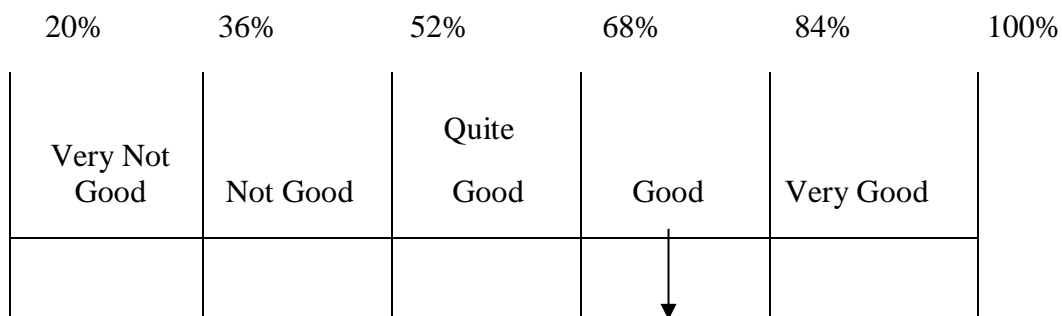


Ideally, the expected score for the respondent's answer to 14 statements is 3500. From the calculation in the table shows the value obtained 2852 or 81.49% of the ideal score is 3500. Thus the Training variable is in the good category.

**Table 4. 2**  
**Total Respondents' Response to Performance Variables**

Sub-Variable	Total Score	Ideal Score	Percentage
Quality	614	750	81,87%
Quantity	417	500	83,40%
Time	646	750	86,13%
Fees	399	500	79,80%
Surveillance	393	500	78,60%
Employee Relationship	409	500	81,80%
<b>Total</b>	<b>2878</b>	<b>3500</b>	<b>82,23%</b>

**Figure 4. 2**  
**Performance Variable Continuum Line**



Ideally, the expected score for the respondent's answer to 14 statements is 3500. From the calculations in the table show the value obtained 2878 or 82.23% of the ideal score is 3500. Thus the performance variable is in the good category.

**4.2 Test of Classical Assumptions**

a. Normality Test

**Table 4.3**  
**Kolmogorov-Smirnov Normality Test**

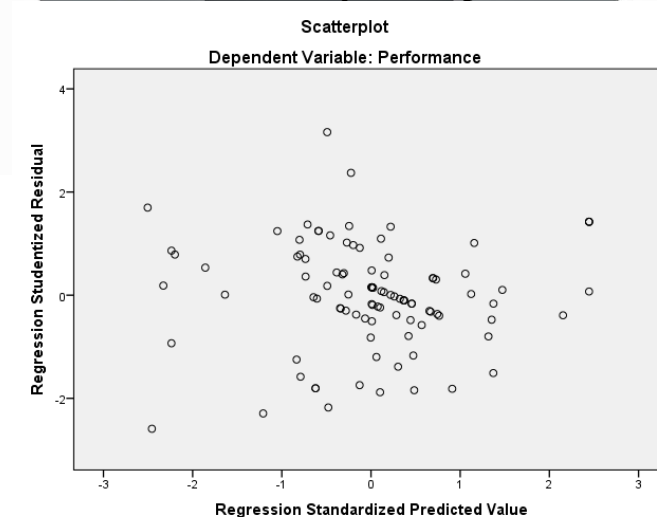
		Unstandardized Residual
N		50
Normal Parameters <sup>a,b</sup>	Mean	,0000000
	Std. Deviation	5,24487545
Most Extreme Differences	Absolute	,175
	Positive	,083
	Negative	-,175
Test Statistic		,175
Asymp. Sig. (2-tailed)		,141 <sup>c</sup>

a. Test distribution is Normal.  
b. Calculated from data.  
c. Lilliefors Significance Correction.

From the table in the asymp line. Sig obtained the significance value of the Unstandardized Residual variable of 0.141, where the significance value is more than 0.05, which means that Ho is accepted or the data from each variable is normally distributed.

b. Heteroscedasticity Test

**Figure 4.3**  
**Heteroscedasticity Scatterplot Test**



From the scatterplots, the graph shows that the points spread randomly and spread both above and below the number 0 on the Y-axis. It can be concluded that there is no heteroscedasticity in the regression model so that a decent regression model is used to predict the dependent variable based on the input of the independent variable.

c. Simple Linear Regression Test

**Table 4. 4**  
**Simple Linear Regression Analysis**

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	10,270	4,305		2,386	,021
	Training	,829	,074	,849	11,155	,000

a. Dependent Variable: Performance

Based on the output of SPSS 24 above, the value of a (Constant) is obtained at 10.270, and the value of b (Regression Coefficient) is 0.829. Thus a simple linear regression equation can be formed as follows:

$$Y = 10,270 + 0,829X$$

The values a and b in the above equation can be interpreted as follows:

1. a = 10,270, which means: if Training is constant or there are no changes, then Performance will be worth 10,270.
2. b = 0.829, which means: if training increases, then Performance will increase by 0.829.

**4.3 Hypothesis Testing**

**Table 4. 5**  
**Partial Test Results (t-Test)**

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	10,270	4,305		2,386	,021
	Training	,829	,074	,849	11,155	,000

a. Dependent Variable: Performance

Based on the table above, it is known that there is a significant influence between the Training (X) variable on Performance (Y) from the obtained tcount which is equal to 11.155 higher than the number of ttable which is 1,677 (11.155 > 1,677) and the significant value obtained is 0.000 less than 0,05 (0,000 < 0,05).



#### 4.4 Coefficient of Determination

**Table 4. 6**  
**Determination Coefficient Analysis**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,849 <sup>a</sup>	,722	,716	5,299

a. Predictors: (Constant), Training  
b. Dependent Variable: Performance

The results of R Square = 0.722 means that the Training variable can be explained by the Performance variable of 72.2% which is obtained from  $0.722 \times 100\%$ , meaning that Training is influenced by Performance variables of 72.2% while 27.8% is influenced by other factors not examined in this research.

#### 5. Conclusion

Based on the results of the research and discussion that have been submitted previously, the conclusions from this study are as follows:

1. Training on Emergency Unit at Cibabat General Hospital is highly rated based on the responses of respondents of 50 people. Based on the actual total score achieved by the respondents on the 14 statements regarding the Training variable, which is 2852. Where the total score is divided by the number of statements ( $2852/14$ ) so that the actual average score is 203.7 or 81.49% which including the high category.
2. Performance at the Emergency Unit at Cibabat General Hospital is rated high based on the responses of respondents totalling 50 people. Based on the actual total score achieved by respondents to 14 statements regarding the Performance variable, which is equal to 2878. Where the total score is divided by the number of statements ( $2878/14$ ) so that the actual average score is 205.5 or 82.23%, which is including the high category.
3. Training has a positive and significant effect on Performance. Based on the results of hypothesis testing carried out where the value of tcount obtained is equal to 11.155 higher than the number of tables, namely 1.677 ( $11.155 > 1.677$ ) and the significant value obtained is 0.000 less than 0.05 ( $0,000 < 0.05$ ). Based on the Determination Coefficient, it is known that Training is influenced by Performance variables of 72.2%, while 27.8% is influenced by other factors not examined in this study.

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