

ISSN-0976-0245 (Print) • ISSN-0976-5506 (Electronic)

Volume 10 / Number 8 / August 2019



# Indian Journal of Public Health Research & Development

An International Journal

## SCOPUS IJPHRD CITATION SCORE

Indian Journal of Public Health Research and Development

Scopus coverage years: from 2010 to till date Publisher:

R.K. Sharma, Institute of Medico-Legal Publications

ISSN:0976-0245E-ISSN: 0976-5506 Subject area: Medicine:

Public Health, Environmental and Occupational Health

Cite Score 2017- 0.03

SJR 2017- 0.108

SNIP 2017- 0.047



Website:

[www.ijphrd.com](http://www.ijphrd.com)

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**Print-ISSN:** 0976-0245-Electronic-ISSN: 0976-5506, Frequency: Quarterly  
(Four issues per volume)

**Indian Journal of Public Health Research & Development** is a double blind peer reviewed international journal. It deals with all aspects of Public Health including Community Medicine, Public Health, Epidemiology, Occupational Health, Environmental Hazards, Clinical Research, and Public Health Laws and covers all medical specialties concerned with research and development for the masses. The journal strongly encourages reports of research carried out within Indian continent and South East Asia.

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**Dr. R.K. Sharma**  
Institute of Medico-legal Publications  
Logix Office Tower, Unit No. 1704, Logix City Centre Mall,  
Sector- 32, Noida - 201 301 (Uttar Pradesh)

Printed, published and owned by

**Dr. R.K. Sharma**  
Institute of Medico-legal Publications  
Logix Office Tower, Unit No. 1704, Logix City Centre Mall,  
Sector- 32, Noida - 201 301 (Uttar Pradesh)

Published at

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# Indian Journal of Public Health Research & Development

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# Nursing Engagement Relation with Nurse Performance at Intensive Care Unit at Surabaya Hospital

Bima Pramundita<sup>1</sup>, Ahmad Mashudi<sup>2</sup>, Djazuly Chalidyanto<sup>3</sup>

<sup>1</sup>Administration and Public Policy Departement, Public Health Faculty, <sup>2</sup>Human Resource Development, Faculty of Social and Political Sciences, <sup>3</sup>Lecturer of Public Health Faculty, Airlangga University, Surabaya

## ABSTRACT

**Background:** Human resources are an important component of success. The success of the hospital is strongly influenced by the performance of employees including nurses. One of the supporting factors of nurse performance is job engagement. Objective: the aim of this research is to find the correlation of nurse engagement with Performance index in ICU nurse activity at Surabaya Hospital. Method: This research is a quantitative analytic research and use descriptive design with cross sectional research method. The sampling technique used in this research is the total sampling technique that is taking data of all nurses who are in ICU. Result: The results of this study indicate that nurse engagement has a correlation with performance index.

**Keywords:** Engagement, Performance, Nurse

## INTRODUCTION

In a hospital organization, human resources are an important component of success. Human resources need to be managed well and professional in order to create a balance between the needs of human resources with the demands and progress of the company's business. The development of the company's business is very dependent on the productivity of labor in the company.<sup>1</sup> Every company wants a good performance from every employee. Employee performance is a factor that can determine the success or failure of the company in reaching its vision. Jex and Britt argue that performance (job performance) is a behavior of employees involved in the job.<sup>2</sup> Performance (job performance) has two major categories, namely in-role (task) performance and extra-role (contextual) performance.<sup>3</sup> In-role performance refers to the technical aspects of employee work. For example, a nurse is required to perform tasks such as checking blood pressure, injecting, and installing an

IV. Meanwhile, extra-role performance refers to non-technical skills such as the ability to communicate effectively, show motivation and enthusiasm for workers, and help co-workers who have difficulty in doing their work. According Agustina (2009) defines performance as a result of work over a certain period compared with various possibilities, such as standards, targets / goals or criteria that have been agreed upon.<sup>4</sup> Performance appraisal has an important role in improving work motivation. This performance appraisal is basically a key factor in developing an organization effectively and efficiently. According to Haryono (in Faizin and Winarsih, 2006) the performance of nurses is nurse activity in implementing the best of an authority, duties and responsibilities in order to achieve the goals of the main task of profession and the realization of the goals and objectives of the organizational unit.<sup>5</sup>

In addition to good performance employees are expected to have engagement, an engagement, a desire to contribute and a sense of ownership of work and company.<sup>6</sup> In general engagement is defined as the attachment of both physical, intellectual and emotional to contribute to the improvement of company performance.<sup>7</sup> Gallup defines engagement as participation and enthusiasm for work. Gallup also associates employee engagement with positive emotional attachment and employee commitment.<sup>8</sup> Robinson et al

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### Corresponding Author:

Bima Pramundita  
Departement of Administration and Public Policy,  
Airlangga University, Surabaya  
Street of Dr. Ir. H. Soekarno, Mulyorejo, 60115  
Email: pramundita@yahoo.co.id

(in Nusatria and Suharmono, 2013) gives the definition of employee engagement as a positive attitude that employees demonstrate to the organization and the value of the company<sup>9</sup>. While Schaufeli and Bakker (2010) states that work engagement as a positive thing that must be met in work and has some characteristics that are marked by the spirit (vigor), dedication (dedication) and absorption (absorption)<sup>10</sup>. The attachment that workers perceive in each characteristic will encourage the creation of a personal attachment. Workers with high levels of engagement will have a high emotional attachment to the organization, which will have an effect on completing the work and are likely to have a satisfactory quality of work<sup>11</sup>. The bound worker will be motivated to increase his productivity, accept the challenge and feel his work gives meaning to him. It will have a positive impact on worker performance, as well as for organizational productivity and growth. So it can be said that work engagement can provide changes for both individuals, teams and organizations.

Based on data from the HR department, the performance of nurses as much as 72.5% has good performance, 21% medium and 6.5% bad performance. While the target of the hospital as much as 85% nurses with good performance and no nurses with poor performance. Therefore conducted research to see one of the factors that affect the performance of work engagement. The expected result is to know the relation of engagement with nurse performance in hospital, hence can be done the work engagement improvement so that can improve the performance of nurse in hospital.

**METHOD**

This research is a quantitative analytic research and use descriptive design with cross sectional research method. Cross-sectional research method is one of the most frequent observational (non experimental) study. In a broader sense, the cross-sectional study includes all types of research whose variable measurements were performed only once at one time<sup>12</sup>. This research is to know correlation of nurse Engagement relationship with nurse performance by approach, observation or data collection. Data taken in the form of Primary Engagement nurses data in ICU which have been taken by interview using questioner following Gallup theory. Nurse performance data using hospital secondary data. This study was conducted at Surabaya Hospital in February 2018. The number of respondents who used as many as 12 nurses ICU which is Total Sampling.

**RESULT**

Based on Primary Data of nurse Engagement and Secondary Data of Performance of ICU Hospital nurse of Surabaya then got the following data.

**Table 1: Distribution of Respondents Frequency Based on Nursing Engagement in ICU Room Surabaya Hospital 2018**

Engagement	Frequency (n)	Percentage (%)
Not engaged	5	41,7
Engaged	7	58,3
Total	12	100,0

Based on Table 1. it can be learned that most of the implementing nurses (58.3%) in the ICU Hospital Surabaya Room include employees who are engaged.

**Table 2: Distribution of Respondents Frequency Based on Performance of Nurses in ICU Room Surabaya Hospital 2018**

Nurse Performance	Frequency (n)	Percentage (%)
Good	8	66.7%
Fair	4	33,3%
Poor	0	0%
Total	12	100 %

Based on Table 2. shows that of 12 nurses, most of the nurses in the ICU Hospital Surabaya had good performance of 8 people (66.7%).

**Table 3: Nursing Engagement Relations with nurse performance in ICU Hospital Surabaya Hospital 2018**

Engagement	Nurse Performance				Total	
	Fair		Good		N	%
	n	%	N	%		
Not engaged	4	80,0	1	20,0	5	100,0
Engaged	0	0.0	7	100.0	7	100,0
Total	4	33.3	8	66.8	12	100,0

According to Table 3. it can be learned that the more engaged nurses in ICU Hospital Surabaya, the higher the tendency of nurses to have a good performance in performing their duties in the ICU Hospital Surabaya. The results of cross-tabulation in this study indicate that nurse engagement tends to have a relationship with the performance of nurses.

## DISCUSSION

Based on the results of analysis in ICU Surabaya Hospital with field observation and nurse performance data, nurses with good performance of 66.7% while the standard set by the hospital is 85% good performance. Based on cross tabulation, there is a positive correlation between work engagement and nurse performance. This means the higher the nurse's work engagement the better the nurse's performance, and the lower the work engagement the worse the nurse's performance. This is in line with previous research conducted by Wahyudi (2017) stating that nurse engagement at Pariaman hospital has a positive relationship with the performance of nurses<sup>13</sup>. Another supporting research is a study conducted in Malang with a sample of 102 nurses stating that nurse's Engagement significantly affects nurse's satisfaction which then affects the performance and turn over intention of the nurse<sup>14</sup>. Engagement of employees is very important in improving employee initiatives in performing their duties. For example, compliance with 5 times wash-hand, when compared to forcing employees with regulation, improving engagement proves more successful in increasing employee compliance rates in hand washing<sup>15</sup>. This supports the results of table 3. Where the nurses are not Engage, the performance of the nurses is not good.

## CONCLUSIONS

Based on the results of the analysis of research that has been done then it can be concluded that there is a positive relationship between employee engagement with the performance of hospital nurses ICU. In relation to the results of this study, the suggestion for the Hospital to design a training where the training can improve employee engagement and performance. Training is more directed to off-site training (training that is not related to work skills) where the training is able to revive motivation and as learning for nurses to be more familiar with their potential.

**Ethical Clearance:** Taken from ethic committee of faculty of dentistry, Airlangga University.

**Source of Funding:** Self Funding

**Conflict of Interest:** There aren't any relevant conflict of interest

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