

## CORRELATION BETWEEN NURSES SELF EFFICACY AND EMPLOYEE ENGAGEMENT IN THE INPATIENT ROOM OF SURABAYA ISLAMIC HOSPITAL

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### Abstract

Nurse is the one of human resources giving the important role in the hospital. Problems in the organization related to human resource is the job dissatisfaction, decreased performance, absenteeism, tardiness, and the turnover will be achieved. Therefore, the purpose of this research was to find out the correlation between nurses self efficacy and employee engagement in the inpatient room of Surabaya Islamic hospital. The design of study was analytic correlational-cross sectional. The population involved all nurse in the inpatient ward, totally 52 people. 46 respondents were chosen as the samples by using proportional random sampling technique. The independent variable used in this study was self efficacy and the dependent variable was the employee engagement. Questionnaire was used to collect the data which were then analyzed by using Chi-Square test with the significance level  $\alpha = 0,05$ . The result of study showed that among 46 respondents, most of the respondents were 24 (52.2%) had a good self efficacy, and half of the respondents 23 (50%) had a good employee engagement. Moreover, the result of the statistics test showed that  $\rho = 0,000 < \alpha = 0,05$ . So that  $H_0$  was rejected which meant that there was a correlation between self efficacy and employee engagement. The better self efficacy of the nurse make a good employee engagement. Therefore, the management of hospital should increase social support to nurse, so that nurse have a good employee engagement and should be increase the quality of Surabaya Islamic General Hospital.

**Key word :** self efficacy, employee engagement, ners.

### INTRODUCTION

Human resources is one the factor that is very important in our company compared from the other factors. Human resource factors are considered a potential factor in the provision of competitive advantage for the organization, and the other factors such as financial resources, production, technology, and marketing are not given full attention because this factors can be replicable (Margaretha, 2008)

The most problem in organization related to human resources is the inability of an organization to maintain its human resources. Problems such as job dissatisfaction, performance degradation, absenteeism, tardiness, and the turnover will be achieved. These problems are a common problem in almost all organizations, and are an important issue for all health care agencies, The performance and profitability of health organizations, resulting in employee engagement in the organization is not optimal (Maria, 2012). The most problem in the inpatient room of Surabaya Islamic Hospital namely the number of tardiness and turnover is high enough, so it can be concluded that the attachment of work in the agency has not been optimal.

Nurfika Asmaningrum's research (2011) about the influence of spiritual leadership

application toward nurse commitment in organization in RSI Surabaya found that 72.3% of nurses commitment to the organization has not been optimal before spiritual leadership, and increased by 10.85% after spiritual leadership. In this study only focuses on external factors that may affect work commitment. This means that the creation and maintenance of employee engagement is inseparable from the role of the leader and the role of the nurse with high self efficacy

Priyatin Sulistyoesi (2007) study of the correlation between burnout and self efficacy in nurses in the inpatient room of RSUD Prof. Dr Margono Soekarjo Purwokerto, found 62 people (62%) have high self efficacy with 71 people (71%) have low burnout. This means that with high self efficacy it can reduce burnout which is an inhibiting factor in work attachment, and from interview result conducted by researcher on head of personnel in February 2015 found that turnover of nurses at inpatient room of Surabaya Islamic Hospital in 2012 is 6 People, 2013 as many as 5 people, and 2014 for 4 people. The basics reasons is following husband, less income, and layoffs. While the results of interviews on the head of the room in February 2015 found the delay of nurses in each inpatient room as much as 33% each day.

These data indicate the lack of attachment of nurses work in the inpatient wards of Surabaya Islamic Hospital

The purpose of this research was to find out the correlation between nurses self efficacy and employee engagement in the inpatient room of Surabaya Islamic hospital.

## METHODE

The research design used is analytical with cross sectional approach, that is a research where independent variable of this research is self efficacy and dependent variable is employee engagement which is observed simultaneously in the same time. Population in this research is all nurses in inpatient room of Surabaya Islamic Hospital is 52 people. The sample of the research is 46 respondents taken by probability sampling with propotional random sampling technique that is the way of sampling when the population has members or elements that are not homogeneous and stratified proportionally. Data collection is done by using questionnaire.

Data were analyzed using Chi Square statistic test with significance of  $\alpha = 0,05$ , with SPSS help when got  $\rho < \alpha$  then  $H_0$  rejected means there is correlation between nurses self efficacy and employee engagement in the inpatient room of Surabaya Islamic Hospital.

## 2. RESULT

### 2.1 Data

#### a. General data

##### 1) Characteristics of respondents by age

Table 1 Characteristics of respondents based on the age of the inpatient room of Surabaya Islamic Hospital in May 2015

Variabel	Mean	Median	Standart Deviasi (SD)	Min – Maks
Age	37.74	37	7.73	23 – 52

Primary data 11 May 2015

Table 1 shows from 46 respondents are 37.74 years old average, median 37 years, with standard deviation of 7.73, age of lowest 23 years and age 52 years

##### 2) Characteristics of respondents based on education

Table 2 Distribution of frequency of respondents based on education in the inpatient room of Surabaya Islamic Hospital in May 2015

No	Pendidikan	Frekuensi	Persentase (%)
1	Bachelor of Nursing	9	19.6

2	Nursing diploma	37	80.4
Jumlah		46	100

Primary Data 11 May 2015

Table 2 shows that almost all 37 (80.4%) of respondents nursing diploma.

##### 1) Characteristics of respondents based on working period

Tabel 3 Characteristics of respondents based on working period in the inpatient room of Surabaya Islamic Hospital in May 2015

Variabel	Mean	Median	Standart Deviasi (SD)	Min - Maks
Working period	15.13	16	7.56	1 – 29

Primary Data 11 May 2015

Table 3 shows that out of 46 respondents on average have a working period of 15.13 years, the median is 16 years, with the standard deviation of 7.56, the lowest one-year working period and the highest working period of 29 years.

#### b. Specific Data

##### 1) Self Efficacy

Table 4 Distribution of frequency of respondents based on self efficacy in the inpatient room of Surabaya Islamic Hospital in May 2015

No	Self efficacy	Frekuensi	Persentase
1	Good	24	52.2
2	Not good	22	47.8
Total		46	100

Primary Data 11 May 2015

Table 4 shows that most 24 (52.2%) of respondents had good self efficacy.

##### 2) Employee engagement

Table 5 Distribution of frequency of respondents by employee engagement in the inpatient room of Surabaya Islamic Hospital in May 2015

No	Employee engagement	Frekuensi	Persentase
1	Good	23	50
2	Not good	23	50
Total		46	100

Primary Data 11 May 2015

Table 5 shows that half of 23 (50%) respondents have good employee engagement.

#### 4.2 Data Analysis

Table 6 Cross tabulation between nurses self efficacy and employee engagement in the inpatient room Surabaya Islamic hospital May 2015

Self efficacy	Employee engagement				Total
	Baik		Tidak baik		
	N	%	N	%	
Good	21	87.5	3	12.5	24
Not Good	2	9.1	20	90.9	22
Total	23	50	23	50	46

OR  
Primary Data 11 May 2015

Table 6 shows that out of 46 respondents in the inpatient room, 24 respondents had good self efficacy, almost 87.5%, had good employee engagement, and from 22 respondents had self efficacy not good, almost 90.9% had employee engagement not good anyway.

Chi Square test results with significance value  $\alpha = 0.05$ . Obtained value  $\rho = 0.00$  which means  $\rho < \alpha$  then  $H_0$  rejected means there is a correlation between nurses self efficacy and employee engagement in the inpatient room of Surabaya islmic hospital.

Based on the value of OR obtained a value of 70.00 which means people who have good self efficacy have a chance of 70 times the attachment of good work than people who have self efficacy is not good.

#### 4.3 Discussion

##### 1. Self Efficacy

Based on table 4, from 46 respondents, most (52%), 24 nurses have good self efficacy. Good self efficacy can give positive impact for the organization. According to the results of the questionnaire about the level of nurses have a good ability to work in the field of nursing, increasing productivity, independent, confident, and responsible for work, most (58.6%) of 27 respondents answered agree which means respondents are on The level is good, also on the questionnaire about the generality of nurses are able to communicate well with leaders and colleagues, and sure can complete additional tasks on time, most (54%), 25 respondents agreed that means good generality, as well as a questionnaire on strength that nurses are able to motivate, take decisive action, be self-contradictory, and have optimistic feeling almost half of them (43.5%) respondents agreed that means respondents have good strenght.

Self efficacy is both influenced by level, general circumstances, and good strength so as to

be able to complete all tasks well, motivate yourself and co-workers, and prioritize the interests of the organization rather than personal interests. According Bandura (2006) self efficacy consists of 3 dimensions: level, general state, and strength. At the level dimension, individuals with high self-esteem will analyze the level of difficulty of the task being tried, avoid tasks that are perceived to be beyond the limits of their (ability and perform tasks that match their (abilities. In the general dimension of the situation (relates to how wide / large the scope of behavior (that is believed to be able to do. Individuals who have high self-confidence, will feel confident that he is able to do more tasks and in a broader field compared with that done by others in general. In the power dimension focuses on how the strength of an individual's hopes or beliefs will be his ability.

##### 2. Employee engagement

Based on table 5, it is found that from 46 respondents, half of which is 23 (50%) nurses have good employee engagement. Employee engagement attachment can decrease turnover, absence, and nurse become more discipline.

Based on the results of the questionnaire, good employee engagement can be seen in the questionnaire about the vigor of the nurses are passionate in working, performing tasks on time, and have a high sense of want to know, most 27 (58.6%) respondents answered agree which means having a good vigor dimensionr, About the dedication of the nurses present on time, discipline, and work on self-impulse and self-support, most 31 (67%) respondents agreed that means having a high sense of dedication to the organization, as well as on the questionnaire about absorption that nurses are happy when the task The work done is complete, comfortable with the job, and find it difficult to let go of work, most 25 (54%) respondents answered agree which means having good absorption dimension.

According to Schaufeli and Baker (2011) work attachment has 3 dimensions: vigor, dedication, and absorption. Vigor is an aspect related to strong mental endurance when the individual completes his job, the desire to excite at his job, and is consistent in the face of the difficulties encountered while working. Dedication deals with strong feelings, enthusiasm, inspiration, pride, and challenges in work. Dedication is characterized by a feeling that is full of meaning, enthusiasm, inspiration, pride and challenging in the work. Individuals with high dedication usually feel enthusiastic and

proud of the job. While people with low dedication do not identify themselves with work because they have no meaningful, inspiring or challenging experience, and do not feel enthusiastic about the job. While Absorption relates to full concentration and feeling of pleasure to the work where time is felt to run very fast and difficult to escape from work. Individuals who have high Absorption level, it will feel difficult release from the work that has been done and vice versa individuals who have a low Absorption More lazy to do the work he has been responsible for

3. Correlation between nurses self efficacy and employee engagement

Based on Chi Square test with significance value  $\alpha = 0.05$  got value  $\rho = 0,00$  which means  $\rho < \alpha$  then  $H_0$  is rejected means there is a correlation between nurses self efficacy and employee engagement in the inpatient room of Surabaya islmic hospital

Table 6 shows that out of 46 respondents in the inpatient room, 24 respondents had good self efficacy, almost 87.5%, had good employee engagement, and from 22 respondents had self efficacy not good, almost 90.9% had employee engagement Not good anyway. This indicates that nurses who have good self efficacy have good working ties to the organization, so the number of turn over events, delays, and absenteeism will decrease

Employee engagement is influenced by JD-R model (Job Demand-Resources) which consists of driving factors and inhibiting factors. Drivers of job attachment include: Job Resources, and Personal Resource. Job Resources includes five factors : 1) Autonomy, the hospital provides opportunities and freedom to nurses to manage themselves in terms of work improvement. 2) Social support, social support at Surabaya Islamic Hospital is still low seen from the frequent conflicts among colleagues and superiors as there is still a feeling of envy towards ownership and achievement. 3) Coaching from coaches, lack of guidance from Superiors result in nurses work not according to existing standard. This can be seen from the implementation of proper supervision in each room, so the nurse has not been able to evaluate themselves. 4) The opportunity for professional development, RS Islam Surabaya provides nurses the opportunity and freedom to develop and organize in the form of continuing school again.5) Transformational leadership, leaders generally still use democratic and

participative leadership so that subordinates are able to argue And provide input to to superior

Personal resources include three factors: self-efficacy is the individual's perception of his / her ability to perform and complete a task / demands in various contexts, self esteem defined as the level of individual belief that he can satisfy his needs by participating and taking the role or tasks within an organization, and optimism about how someone believes he has the potential to succeed and succeed in his life (Bakker & Schaufeli, 2007).

## 5. CONCLUSION AND SUGGESTION

### a. Conclusion

- 1) Nurses in the inpatient room of Surabaya Islamic Hospital mostly have good self efficacy.
- 2) Nurses in the inpatient room of Surabaya Islamic Hospital have at least half the good employee engagement.
- 3) The existence of correlation between nurses self efficacy and employee engagement in the inpatient room of Surabaya Islamic Hospital

### b. Suggestions

- 1) Nurse  
Nurses with good self efficacy are expected to maintain and improve self efficacy in themselves and able to motivate co-workers to have a better self-efficacy.
- 2) Hospital  
Leaders are expected to provide good social support to the nurse so that nurses have good employee engagement in Surabaya Islamic hospital.
- 3) Researches  
For further researchers can use the research results as additional references to strengthen the theory and can examine other factors besides self efficacy nurses such as job resources and personal resources.

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