JDIE

ANALYSIS OF COMPENSATION, COMPETENCE, SELF EFFICACY AND JOB SATISFACTION ON NURSE PERFORMANCE

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ABSTRACT

The purpose of this study was to examine the effect of compensation, competence and self-efficacy on job satisfaction and its impact on the performance of inpatient nurses in the Patut Patuh Patju Hospital. Collecting data using the census method with a number of respondents 63 nurses. Primary data collection was carried out by distributing questionnaires which were prepared using a Likert scale and then analyzed using the Structural Equation Model (SEM) with the Partial Least Square (PLS) program. The results showed that the compensation variable had a significant effect on job satisfaction and nurse performance. The competency variable has no significant effect on job satisfaction, but has a significant effect on nurse performance. The self-efficacy variable has no significant effect on job satisfaction. but has a significant effect on nurse performance. Job satisfaction variable has a significant effect on nurse performance. The conclusion of this study is that the variables of compensation, competence, self- efficacy, and job satisfaction have a significant effect on the performance of inpatient nurses in the Patut Patuh Patju Hospital Gerung.

Keywords*: compensation; competence; job satisfaction; nurse performance; self efficacy*

INTRODUCTION

Every organization or company has goals and ways to achieve these goals. Organizational goals vary, depending on the number of parties who have an interest in the presence of the organization. To achieve organizational or company goals, the availability of resources is required. The existence of human resources (HR) in an organization is very important because those who initiate the formation of the organization, make decisions for all functions and also play a role in determining the survival of the organization (Panggabean, 2004).

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Hadiyatno (2012) concluded that simultaneously the competency,

compensation and job satisfaction variables will affect performance by 69.5%, the remaining 30.5% is influenced by other factors. Likewise, Sinaga and Wahyanti, (2019) concluded that compensation has a positive and significant effect on employee job satisfaction. Deswarta (2017) shows that competency variables have a significant effect on job satisfaction variables. Fabian (2017) shows that self-efficacy has a positive and insignificant effect on employee job satisfaction. Mulyantono (2007) shows that job satisfaction will affect employee performance (Mulyantono, 2007).

In hospital organizations, human resources are one of the main roles in determining the success of the hospital service organization and this will be determined by the performance of employees which is a determining factor for the final success of the services received by patients. The main task of an employee in accordance with the provisions implied by the organization is to carry out his work in accordance with work standards (Prihadi, 2004).

Another important part of a work life, is self-efficacy because self-efficacy is a belief about the probability that a person can carry out several actions or the future successfully and achieve some results. The definition of self-efficacy according to Ghufron and Rini (2010) is an individual's belief about his or her ability to perform tasks or actions to achieve certain results. Self-efficacy refers to a person's self-belief that he has the ability to perform a behavior (Ghufron and Rini, 2010).

Furthermore, what needs to be considered from a work life is the satisfaction of the job execution of

employees. Organizations or companies are expected to make in-depth observations in terms of employee satisfaction which will be useful for efforts to increase production. In relation to company performance, it is said that job satisfaction can affect the emergence of good performance (Wibowo, 2013).

Staff competence, fair, reasonable and adequate compensation and staff self-efficacy are factors that cannot be ignored in a management system in the hospital. This will form a conducive work environment and should receive serious attention from the hospital management, because if a work environment is created that can lead to job satisfaction, it will further improve employee performance.

Based on the results of the evaluation of the performance indicators of improving the quality of the hospital, it was found that the work achieved by human resources in the work units of Patut Patju Hospital was not optimal. It is suspected that this is influenced by several factors, especially those related to human resource management, namely the low compensation received, the lack of optimal competence, and the lack of Self Efficacy in employees. These factors lead to low employee job satisfaction. Based on the description above, this research is important to prove the role of these factors on job satisfaction and employee performance.

Human resource performance is a term that comes from the word job performance or actual performance (actual work performance or achievement someone has achieved). Gomes (1995) put forward the definition of employee performance

as expressions such as output, efficiency and effectiveness are often associated with productivity. According to Mangkunegara, employee performance (work performance) is the result of work in quality and quantity achieved by employees in carrying out their duties in accordance with the responsibilities assigned to them (Mangkunegara, 2007).

Performance in carrying out its functions does not stand alone but is related to job satisfaction from the level of rewards, skills, abilities and individual characteristics. Therefore, according to the partner-lawyer model, individual performance is basically determined by three things: (1) ability, (2) desire, and (3) environment (Rivai, *et al.*, 2013).

In determining a person's performance, Rivai and Basri (2005) provide 8 dimensions of individual performance, namely: attendance at work, quantity and speed of completing work, accuracy / accuracy, loyalty, initiative, cooperation, leadership, the ability to respect the work of others (Rivai, *et al.*, 2013).

The performance in this study is the level to which employees achieve job requirements, which is measured using 6 indicators, namely: understanding of work, quantity and speed of completing work, accuracy / accuracy, loyalty, initiative, and cooperation.

Compensation is something that employees receive in lieu of contributing their services to the company. Compensation is one of the implementation of management functions that are associated with all types of giving individual awards as an exchange in carrying out organizational tasks (Rivai (2006), Samsudin (2006)).

This compensation can be given in the form of money (financial) or in the form of money (non-financial) (Mangkunegara (2005), Umar (2005)).

According to Simamora (2006), the compensation program can be divided into two, namely:

1. Financial compensation, which can be divided into:

   a. Direct financial compensation consists of payments that a person receives in the form of salaries, wages, bonuses and commissions.
   b. Indirect financial compensation, which is also called allowance, includes all financial rewards that are not covered by direct financial compensation.

2. Non-financial compensation, consisting of the satisfaction a person gets from the job itself, or from the psychological and or physical environment in which that person works. In this study what is meant by compensation is financial compensation, which includes direct financial compensation (basic salary, incentives, bonuses) and indirect compensation (replacement holidays, health insurance).

Competence is generally defined as skills, skills, abilities. The root word itself, which is competent, of course means competent, capable, or skilled. In the context of human resource management, the term competency refers to the attributes / characteristics of a person that makes him successful in his job (Rivai, et al., 2013).

According to Wibowo (2013), "Competence is the ability to carry out or perform a job or task which is based on skills and knowledge and is supported by the work attitude demanded by the job". Competence as a person's ability to produce at a satisfactory level in the workplace. Competence also shows the characteristics of the knowledge and skills possessed or needed by each individual which enables them to carry out their responsibilities effectively and raise the standards of professional quality in their work (Wibowo, 2013).

Hutapea and Nurianna, (2008) in Rebecca (2013), suggest competency standards which include three aspects that are indicators of competence, that is:

a. Knowledge (knowledge), which is related to work, namely knowing and understanding knowledge in their respective fields concerning duties and responsibilities, knowing knowledge related to regulations, procedures and techniques.

b. Skills, the ability to communicate well in writing and orally.

c. Attitude, have the ability to be creative at work, high morale and have the ability to plan.

Self Efficacy is one of the most influential aspects of self-knowledge in everyday human life, because the self-efficacy that is owned also influences individuals in determining the actions that will be taken to achieve a goal including estimates of various events to be faced.

Ghufron and Rini, (2010) say that self-efficacy is basically the result of a cognitive activity process in the form of decisions, beliefs, or awards about the extent to which individuals estimate their ability to carry out certain tasks or actions needed to achieve the desired results. A person with high self-efficacy believes that they are able to do something to change the events around them, while someone with low self-efficacy considers themselves to be basically unable to do everything around them.

According to Ghufron and Rini, (2010) self-efficacy can be grown and studied through four main sources of information, namely: Mastery Experiences, Vicarious Experience, Verbal Persuasion, and Physiological State). Self-efficacy indicators are: Level Dimensions, Strength Dimensions, Generality Dimensions.

The definition of job satisfaction is basically something that is individual. Each individual has a different level of satisfaction according to the value system that applies to him. The higher the assessment of the perceived activity according to the wishes of the individual, the higher the satisfaction with these activities. Thus satisfaction is an evaluation that describes someone's feeling of being happy or unhappy, satisfied or dissatisfied at work (Rivai, 2006).

Robbin (2003) defines that job satisfaction refers to the general attitude of an individual towards his job. A person with a high level of satisfaction shows a positive attitude towards his job; a person who is dissatisfied with his job shows a negative attitude towards the job (Robins, 2003).

Job satisfaction in this study refers to the general attitude of an individual towards his job which is measured by using 7 indicators, namely: work done, supervision carried out, organizational and

management support, provision of opportunities for advancement, satisfaction in receiving salaries and incentives, satisfaction. in interacting with colleagues, and satisfaction with the conditions at work at hand.

METHOD

This research is a quantitative study to analyze the effect of compensation, competence, self-efficacy and job satisfaction on the performance of the nurses in the inpatient ward of Patut Patuh Hospital.

The research variables are:
a. Independent Variable (X): Compensation (X_1), Competence (X_2), Self Efficacy (X_3)
b. Dependent Variable (Y): Performance (Y)
c. Intervening Variable (Z): Job Satisfaction (Z)

The operational definition is needed to facilitate understanding of the meaning of the variables used in this study, that is:

a. Compensation is anything that is received financially by an employee in exchange for a contribution made to the organization which is measured using 3 indicators, namely: basic salary, variable salary and allowances (Mathis, *et al.*, 2006).
b. Competence is an observable person's ability which includes knowledge, skills, and attitudes in completing a job or task according to defined performance which is measured using 3 indicators, namely: knowledge, skills, and attitudes (Rivai, *et al.*, 2013).
c. Self Efficacy is an individual's belief in his or her ability to perform tasks or actions needed to achieve certain things. Which is

measured using 3 indicators, namely: level (level), strength (strength) and generalization (generality) according to Bandura (Ghufron and Rini, 2010).
d. Job satisfaction refers to the general attitude of an individual towards his / her job, which is measured using 7 indicators, namely: work done, supervision carried out, organizational and management support, provision of opportunities for advancement, satisfaction in receiving salaries and incentives, satisfaction in interacting with colleagues, and satisfaction with the conditions at work at hand (Rivai, 2006).
e. Performance is the level to which employees achieve job requirements, which is measured using 6 indicators, namely: understanding of work, quantity and speed of completing work, accuracy / accuracy, loyalty, initiative, and cooperation (Mulyantono (2007), Rivai, *et al.*, 2005).

The population in this study were all 63 inpatient nurses at Patut Patju Hospital, and the sample used the census method so that the study sample was 63 people.

Arikunto (2006) states that: "The sample is part of the population". As a reference, if the subject is less than 100, it is better to take all of them so that the research is a population study (Arikunto, 2006).

Analysis of the data in this study using the Structural Equation Model (SEM) with Partial Least Square program (PLS).

RESULTS AND DISCUSSION
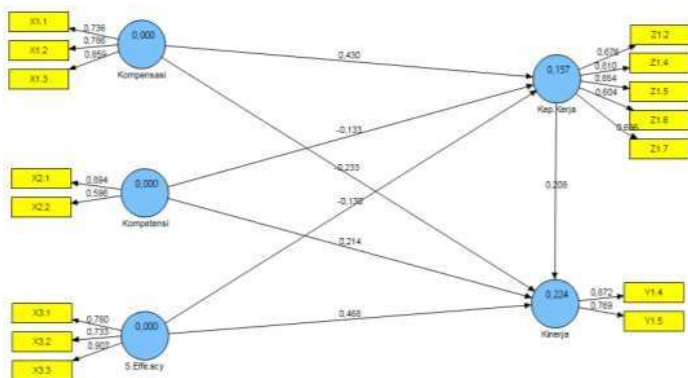
Gambar 1. *Structural Equation Modeling*

Evaluation of the measurement model is a stage to evaluate the validity and reliability of a construct.

Table 1. Validity Test Results

Variabel	Indikator	Loading Factor	Standard Error	T Statistics
Compensation	X1.1	0.736	0.073	10.083
	X1.2	0.786	0.054	14.484
	X1.3	0.859	0.035	24.587
Competence	X2.1	0.894	0.257	3.476
	X2.2	0.596	0.315	1.894
Self Efficacy	X3.1	0.780	0.151	5.161
	X3.2	0.733	0.096	7.656
	X3.3	0.907	0.055	16.509
Job satisfaction	Z1.2	0.676	0.052	12.954
	Z1.4	0.810	0.065	12.447
	Z1.5	0.854	0.030	28.557
	Z1.6	0.604	0.107	5.628
	Z1.7	0.696	0.091	7.665
Performance	Y1.4	0.872	0.070	12.423
	Y1.5	0.769	0.066	11.676

Source: 2020 research data, processed.

Evaluation of construct validity is done by calculating convergent validity and discriminant validity. Convergent validity is known by loading factor. An indicator is said to meet the convergent validity test if it has a loading factor above 0.6. The results of the convergent validity test are presented in the following table

Based on the table above, it can be seen that all indicators measuring

compensation, competence, self-efficacy, job satisfaction and performance variables produce a loading factor value greater than 0.5. Thus these indicators are declared valid in measuring compensation, competence, self-efficacy, job satisfaction and performance variables.

The calculation that can be used to test construct reliability is composite reliability. The test criterion states that if composite reliability is greater than 0.7, the construct is declared reliable. The results of calculating composite reliability can be seen through the summary in the following table:

Table 2. Results of Composite Reliability Calculation

Variabel	Composite Reliability
Compensation	0.852
Competence	0.806
Self Efficacy	0.837
Job satisfaction	0.724
Performance	0.850

Source: 2020 research data, processed.

Based on the table above, it can be seen that the value of composite reliability on the compensation variable, competence, self-efficacy, job satisfaction and performance is greater than 0.7. Thus, based on the calculation of composite reliability, all indicators measuring compensation, competence, self-efficacy, job satisfaction and performance variables are declared reliable.

Goodness of fit Model is used to determine the ability of endogenous variables to explain the diversity of exogenous variables, or in other words to determine the magnitude of the contribution of exogenous variables to endogenous variables. The goodness of fit model in PLS

analysis is carried out using the Q-Square predictive relevance (Q2).

The results of the Goodness of fit Model are summarized in the following table:

Table 3. Goodness of fit Model

Variabel	R Square
Job satisfaction	0.157
Performance	0.224
$Q^2 = 1 - [(1 - R_1^2) (1 - R_2^2)]$ $Q^2 = 1 - [(1 - 0.157) (1 - 0.224)] = 0.346$	

Source: 2020 research data, processed.

The r-square of the job satisfaction variable is valued at 0.157 or 15.7%. This can indicate that the diversity of job satisfaction variables can be explained by compensation, competence, and self-efficacy of 15.7%, or in other words the contribution of compensation, competence, and self-efficacy variables to job satisfaction is 15.7%, while the remaining 84.3% is a contribution. other variables not discussed in this study.

The R-square of the performance variable is 0.224 or 22.4%. This can indicate that the diversity of performance variables can be explained by compensation, competence, self-efficacy, and job satisfaction by 22.4%, or in other words the contribution of compensation, competence, self-efficacy, and job satisfaction variables to performance is 22.4%, while the rest is 22.4%. 77.6% is the contribution of other variables that are not discussed in this study.

Q-Square predictive relevance (Q2) is worth 0.346 or 34.6%. This can indicate that the diversity of performance variables can be explained by the overall model of 34.6%, or in other words the contribution of compensation, competence, self-efficacy, and job satisfaction to overall performance is 34.6%, while the remaining 65.4% is the contribution of other variables. which was not discussed in this study.

Hypothesis testing is used to test the effect of exogenous variables on endogenous variables. The test criterion states that if the value of T-statistics $\geq$ T-table (1.96), it is stated that there is a significant effect of exogenous variables on endogenous variables. The results of the significance test can be seen in the following table:

Table 4. Significance Test Results

Eksogen	Endogen	Path Coefficient	Standard Error	T Statistics
Compensation	Job satisfaction	0.430	0.077	5.606
Compensation	Performance	-0.233	0.099	2.358
Compensation	Job satisfaction	-0.133	0.098	1.352
Competence	Performance	0.214	0.078	2.755
Self Efficacy	Job satisfaction	-0.130	0.126	1.034
Self Efficacy	Performance	0.468	0.077	6.036
Job satisfaction	Performance	0.208	0.081	2.569

Source: 2020 research data, processed.

H₁: The effect of compensation on job satisfaction. In the test results listed in the table above, it can be seen that the value of T statistics is 5.606, so the value of T statistics> 1.96. This shows that there is a significant effect of compensation on job satisfaction. This can be influenced by the salary, incentives, bonuses, replacement holidays, health insurance that employees get for their hard work.

H₂: Effect of compensation on

performance. In the test results listed in the table above, it can be seen that the value of T statistics is 2.358, so the value of T statistics> 1.96. This shows that there is a significant effect of compensation on performance. This can be influenced by the salary, incentives, bonuses, replacement holidays, health insurance that employees get for their hard work. All of these things will make employees improve their performance.

H₃: Effect of competence on job satisfaction. In the test results listed in the table above, it can be seen that the value of T statistics is 1.352, then the value of T statistics is <1.96. This shows that there is an insignificant effect of competence on job satisfaction. This can be influenced by the attitude response that arises due to the mismatch of employee expectations.

H₄: Effect of competence on performance. In the test results listed in the table above, it can be seen that the value of T statistics is 2.755, so the value of T statistics> 1.96. This shows that there is a significant effect of competence on performance. This can be influenced by knowledge, attitudes, and skills at work.

H₅: The effect of self-efficacy on job satisfaction. In the test results listed in the table above, it can be seen that the value of T statistics is 1.034., Then the value of T statistics <1.96. This shows that there is an insignificant effect of self-efficacy on job satisfaction. This can be influenced by self-confidence arising from the mismatch of employee expectations.

H₆: The effect of self-efficacy on performance. In the test results listed in the table above, it can be seen that the value of T statistics is 6.036, then the value of T statistics > 1.96. This shows that there is a significant effect of self-efficacy on performance. This can be influenced by self-confidence in their work.

H₇: Effect of job satisfaction on performance. In the test results listed in the table above, it can be seen that the value of T statistics is 2.569, then the value of T statistics> 1.96. This shows that there is a significant effect of job satisfaction on performance. This can be influenced by the support of compensation, competence and self-efficacy.

CONCLUSION

This study aims to analyze the effect of compensation, competence, self-efficacy, and job satisfaction on the performance of the nurses in the inpatient ward of Patut Patuh Hospital. To analyze these variables, this study uses Partial Least Square (PLS). Compensation variable has a significant effect on nurse job satisfaction. Compensation variables, competence, self-efficacy, and job satisfaction have a significant effect on nurse performance. Competency and self-efficacy variables have no significant effect on job satisfaction of nurses. The variable that has the largest total coefficient on job satisfaction is compensation. Thus compensation is the variable that has the most influence or has the most dominant influence on job satisfaction. The variable that has the largest total coefficient on performance is self-efficacy, thus self-efficacy is the variable that has the most influence or has the most dominant influence on performance.

The benefit of this research is that in an organization, human resource management to make more and optimal performance, the factors

that play a role in this case compensation, competence, self-efficacy and job satisfaction and other factors that have not been studied should be managed optimally

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