



## The Effect of Training on Nurse Performance at TK. III 04.06.03 Dr. Soetarto Yogyakarta Hospital

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### ABSTRACT

Education and training (diklat) has a strategic role in improving the performance of quality human resources both in terms of abilities, skills and competencies. The purpose of this study is to determine the influence of training on the performance of nurses at TK III 04.06.03 Dr. Soetarto Yogyakarta Hospital. This research method is quantitative with the design of an analytical survey method with a *cross-sectional* approach. The sampling technique uses *purposive sampling*. The sample taken amounted to 59 people, namely nurses who were freelance daily workers (PHL) who had participated in Education and Training (Diklat) during their work. The analyses used were univariate and bivariate using the *Chi Square test*. The results of the analysis show that a p-value of 0.000 using an alpha value of 0.05 means that the p-value value is smaller than the alpha value of  $0.000 < 0.05$ , thus there is a significant influence between training variables on nurse performance.

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## INTRODUCTION

Hospitals are an important part of the health system. A hospital is a health service facility that provides individual health services in a complete manner through promotive, preventive, curative, rehabilitative, and/or palliative health services by providing inpatient, outpatient, and emergency services. Hospitals play the role of health service providers that have a non-intangible nature, the provision of health services is carried out directly by human resources (HR). Therefore, it can be interpreted that human resources are the top priority in efforts to improve the quality of its services. (Law of the Republic of Indonesia 2023).

The goal of health services is to achieve a degree of public health that satisfies the expectations and needs of the community (Consumer satisfaction) through effective services by service providers that will also provide satisfaction in the expectations and needs of service providers (Provider satisfaction) in service institutions that are organized efficiently (Institutional satisfaction) (Akbar, Amir, Ningsih, 2020).

Along with the advancement of science and technology, the quality of human resources is very important in providing excellence for hospitals (Isnani, 2020). One of the main components in the hospital that plays a role in the quality of care as well as patient outcomes is nursing staff (Qualified 2023). Nursing personnel in this case are in charge of organizing nursing care according to their authority (Amir 2021).

One of the factors that can optimize employee performance is career development. Career development is the process of improving an employee's employability that encourages increased performance in order to achieve the desired career. Career development supported by the company, expects feedback from employees in the form of good performance. The development of human resources includes the development of education and training, career or employee development, competence and promotion (Putri, 2024). One way that can be done in an effort to improve employee performance is through employee development, namely by conducting education and training (Sinaga, 2021).

Education and training (diklat) has a strategic role in improving the performance (quality) of human resources both in terms of abilities, skills, and competencies. Employee education and training is an activity whose function is to improve skills, skills, and knowledge. With a lot of training provided to employees on a regular basis, it will improve employee performance (Eliana, 2020).

Based on a preliminary study that has been carried out in October 2024 at the TK III 04.06.03 dr. Soetarto Yogyakarta hospital, the number of nurses (PNS) was recorded as 24 people, nurses (PHL) 71 people, researchers found several problems, namely: the existence of nurses who work not in accordance with the Standard Operating Procedures (SOP). This is related to Training, so it is necessary for them to be given education and training, so that they can work in accordance with the applicable Standard Operating Procedures

(SOP) and they will feel satisfied with their work. Nurses who are often not in the room during working hours (absent elsewhere). There are also complaints of job demands that are not in accordance with the incentives obtained. It can be proven by the existence of nurses who do not provide maximum service during working hours and a lack of discipline.

The results of research conducted by Umiyati, et al. (2020) confirmed that training has a positive effect on employee performance. This is strengthened by research conducted by Sinaga and Sitinjak (2021) on the Influence of Education and Training on Employee Performance at PT Kawasan Industri (PERSERO) Medan which shows that there is a positive and significant influence on the variables of education and training on the performance of employees of PT. Medan Industrial Estate. Based on the description above, it encourages the author to want to research the influence of training on the performance of nurses at the TK III 04.06.03 dr. Soetarto Yogyakarta hospital.

### METHOD

Judging from the research objectives to be achieved, this study uses quantitative research. The design of this study uses an analytical survey method with a cross-sectional approach. The population of this study is 108 people, namely all nurses at TK III 04.06.03 dr. Soetarto Yogyakarta hospital. The sampling technique in this study is using purposive sampling. The sample taken in this study amounted to 59 people, namely freelance day worker nurses (PHL) who had participated in Education and Training (Diklat) while working at TK III 04.06.03 dr. Soetarto Yogyakarta hospital.

### RESULTS AND DISCUSSION

#### Result

The results of the research conducted on September 2, 2024, at the TK III 04.06.03 dr. Soetarto Yogyakarta hospital. The subject of this study, Nurses (PHL) who have participated in Education and Training (Diklat) are willing to be respondents during the study. The number of samples in this study is 59 nurses. Furthermore, to answer the research and achieve the goals that have been set, the research has collected data offline using a questionnaire, then the data that has been collected is then analyzed as follows:

#### Univariate analysis

Table 1. Characteristics of respondents by age

No	Age	Frequency	%
1	20-25	9	15,3%
2	26-30	29	49,2%
3	31-35	11	18,6%
4	36-40	6	10,2%
5	41-45	4	6,8%
	<b>Total</b>	<b>59</b>	<b>100%</b>

The table above shows that the majority of freelance day worker nurses (PHL) who have participated in education and training (diklat) are 26 to 30 years old, namely 29 people with a percentage of 49.2%, then nurses aged 31 to 40 as many as 11 people with a percentage of 18.6%, nurses aged 20 to 25 years as many as 9 people with a percentage of 15.3%, Meanwhile, nurses aged 36 to 40 years are 6 people with a percentage of 6.8% and the least at the age of 41-45 is only 4 people.

Table 2. Respondent characteristics by gender

No	Gender	Frequency	%
1	Man	13	22,1%
2	Woman	46	77,9%
	<b>Total</b>	<b>59</b>	<b>100,00%</b>

The table above illustrates the characteristics of respondents based on gender that the majority of women are 46 people with 77.9%, while only 13 people with 22.1% are men.

Table 3. Characteristics of respondents based on training

No	Training	Frequency	%
1	Good	2	3,39%
2	Enough	49	83,05%
3	Less	8	13,56%
	Total	59	100,00%

The results of the characteristics of the respondents based on the training in the table above can be illustrated that the majority of freelance daily worker nurses (PHL) who have participated in education and training (diklat) have a sufficient score of 49 people with a percentage of 83.05%, while nurses who have good scores are only 2 people with a percentage of 3.39% and who have a low score of 8 people with a percentage of 13.56%.

### Bivariate Analysis

Bivariate analysis to determine the influence of independent and dependent variables. This test uses *the chi-square* test. The data obtained after the correlation test using SPSS 21 are as follows:

Table 4. Results of *the Crosstab* Diklat test on Nurse Performance

			Nurse Performance		Total
			Less	Good	
Diklat	Less	Count	0	8	8
		%off Total	0.0%	13.6%	13.6%
	Enough	Count	4	45	49
		%off Total	6.8%	76.3%	83.1%
	Good	Count	0	2	2
		%off Total	0.0%	3.4%	3.4%
Total	Count	4	55	59	
	%off Total	6.8%	93.2%	100.0%	

The table above shows that respondents who have education and training (diklat) for the performance of good nurses amounted to 2 respondents (3.4%), respondents who had education and training (diklat) were sufficient for the performance of good nurses amounting to 45 respondents (76.3%), respondents with education and training (diklat) were insufficient for the performance of nurses as many as 4 respondents (6.8%), then respondents who had education and training (diklat) were poor for the performance of good nurses A total of 8 respondents (13.6%).

Table 5. Results of *the Chi Square test* of the training variable on Nurse Performance

	Value	df	Asymptotic Significance (2- sided)
Pearson Chi Square	17.219	2	.000
Likelihood Ratio	19.104	2	.000
Linear by-Linear Association	8.462	1	.007
N of Valid Cases	59		

The results of the study after the *chi square test* obtained a p-value of 0.000 using an alpha value of 0.05 means that the p-value value is smaller than the alpha value of  $0.000 < 0.05$ , thus there is a significant influence between training variables on nurse performance.

### Discussion

The results of the hypothesis testing that have been carried out show that the training variable has a significant influence on the nurse performance variable. This can be seen from the significance value of  $0.000 < 0.05$ . The results of this study are supported by research conducted by Ekaputra (2021) based on the results of the hypothesis that it can be seen that Education and Training has a significant and positive level of influence

on Employee Performance at PT. Jasa Raharja (Persero) East Java Branch. This shows evidence because Education and Training has a significant value of 0.008 smaller than 0.05. From these values, it can be concluded that education and training have a significant effect on Employee Performance. Based on the results above, training has an influence on nurse performance. If nurses regularly receive education and training, then nurse performance will also increase.

As has been done by Wulandari D E, Rizky W, (2021) that education has an influence on the performance of nurses, which means that if the inpatient nurse has a good level of education, it will also affect the performance of the nurse. Low or unsustainable education can have an impact on awareness and responsibility in carrying out tasks to be low. This includes training having an influence on nurse performance variables. One of the factors that affect the performance of nurses is the quality or ability of employees, in this case the skills obtained from training. So it can be concluded that one of the factors that affect performance, in this case nurse performance, is training.

This is also supported by previous research written by Amir H, Ningsih S R. (2021) that nurses who have good performance do not stop there, but also need to increase the desire to add and deepen education in the health sector, especially about the performance of nurses in providing services. Nurses are required to be able to communicate, be active and educated, so various types of nursing higher education have been developed to improve the performance of nursing officers in providing services so that it will help nurses' job satisfaction. The more frequent and more training a nurse gets related to efforts to increase knowledge or the implementation of tasks and activities carried out by nurses on a daily basis, the better the nurse's performance will be.

### CONCLUSION

Based on the results of research that has been carried out at the TK III 04.06.03 Dr. Soetarto Yogyakarta Hospital, it can be concluded that there is a significant influence between the variables of education and training (diklat) on the performance of nurses. This is evidenced by the results of the Chi-Square test using SPSS version 21, which shows a p-value of 0.000, which is smaller than the alpha value of 0.05. Therefore, it can be concluded that improving the quality of training received by nurses has a positive effect on their performance, which means that good training can improve performance in providing better nursing services.

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