The Effect of Self-Efficacy, Employee Engagement, Perceived Organization Support on Nurse Performance at Health Center in Aikmel District of East Lombok, Indonesia

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Abstract. This study aims to analyse the effect of self-efficacy, employee engagement, and perceived organisation support of nurses working in health centres throughout Aikmel sub-district, East Lombok, namely North Aikmel Health Center, Aikmel Health Center and Kalijaga Health Center. This study used a sample of 69 people. The type of research used is causal associative with questionnaire techniques, interviews and documentation equipped with data collection tools, namely questionnaires. The analysis tool used is multiple linear regression, where the variable X_1 is self-efficacy, X_2 is employee engagement, X_3 is perceived organisation support, and the Y-variable is performance. This research has a T-test, an F-test as a model test, and a determinant test. The results of this study showed that two independent variables, namely self-efficacy and perceived organisation support, significantly affected the dependent variable, namely nurse performance. At the same time, employee engagement had an effect but was not significant on nurse performance.

Keywords: performance; self-efficacy; employee engagement; perceived organisation support.

INTRODUCTION

Individual confidence is formed through a process of self-evaluation referred to as self-esteem. In addition to self-confidence, humans also have self-efficacy, namely self-confidence about their ability to complete work. An individual's performance is also influenced by the characteristics of the work given by himself and his abilities. This is emphasised by [1], who said that personality factors affect performance, including self-esteem and self-efficacy, skills and expertise, leadership, motivation, discipline, satisfaction, and work structure. In addition, there are also factors of job design according to work demands, how employees interact with each other and support fellow employees and the organisation itself, including employee engagement, perceived organisation support, and other factors such as loyalty, compensation, commitment and discipline.

Employee engagement is the feeling employees feel about their work both physically and mentally, where their job is by their wishes and whether the people around them support the employee as a motivation to increase effectiveness at work. Indicators of employee engagement are trusting the vision and mission of the organisation, liking work, trusting each other with other workers, self-awareness in discipline, listening to direction and leadership and respecting it, and trying to provide the best for the organisation [2].

Self-efficacy is a person's self-confidence and ability to perform tasks. This is a person's confidence in his ability to master the situation and produce profitable results. Indicators of self-efficacy include challenging assignments, training, supportive leadership, success of co-workers, relationships among employees and confidence in doing work. In addition, perceived organisation support is the degree to which workers believe the organisation values their contribution and cares about their well-being [3].

Professions or jobs related to service to the community are required to have high performance, especially in health services, one of which

is in Aikmel. The health centre in Aikmel sub-district has a large number of patients. So, with so much work that employees must handle, many nurses still cannot complete their jobs on time, and there are many errors in completing work, fatigue, and patient complaints that are not served quickly. This phenomenon shows that nurse performance that is not optimal may be caused by employee engagement, self-efficacy and perceived organisational support. For this reason, researchers want to analyse employee engagement, self-efficacy, perceived organisation support, and its effect on nurse performance at the Aikmel sub-district health centre more deeply.

METHOD

This study is an association research because it explains the influence or relationship (causal) between variables. The influence between these variables is formulated as a research hypothesis that will be tested for correctness. Testing this hypothesis explains the phenomenon in the form of relationships between variables and causality relationships between several independent variables (employee engagement, self-efficacy, and perceived organisation support) that affect performance variables. The population in this study is all nurses in the Health Center throughout the Aikmel sub-district, totalling 128 nurses. At the same time, the sample in this study amounted to 69 people. The sample determination technique used was the random sampling method. In this study, the measurement of each variable used the Likert scale [4–6].

Table 1 – Reliability Test Results

Variable	Cronbach's Alpha	Critical Value	Criteria
Self Efficacy	.779	0,6	Reliable
Employee Engagement	803	0,6	Reliable
Perceived Organization Support	905	0,6	Reliable
Performance	851	0,6	Reliable

Before data analysis, validity tests are carried out to state the extent to which the data contained in a questionnaire will measure how actual and valid the data is. In addition, researchers also con-

duct reliability tests to see the ability of research instruments to collect data regularly from a group of individuals. Instruments are reliable if they have a reliability coefficient of 0.6 or more. If it is smaller than 0.6, it is declared unreliable. Based on this research, the instruments used are valid and reliable [7].

Furthermore, the researcher conducted a classical assumption test, which fulfilled all classical assumption tests in this study. So that the hypothesis test can be carried out in this study, researchers use multiple linear regression analysis with the help of SPSS software.

RESULTS AND DISCUSSION

Characteristics of Respondent. It is known that the gender of respondents consists of 31 male respondents and 38 female respondents. Meanwhile, it can be seen that nurse education in the health centre of Aikmel sub-district, East Lombok, is dominated by equivalent S1 or D4 education, which has adequate competence. The number of respondents was dominated by nurses 25-35 years old who are very productive and have good physical strength to complete the work. Meanwhile, almost half of the existing workforce has less than five years of tenure.

Distribution of Respondents' Answers to Self-Efficacy Variable. Respondents' feelings about desire and self-wholeness outwardly and mentally, whether they can motivate themselves and others at work, showed an average response value of 3.99, so it was categorised that the self-efficacy of nurses in the Aikmel sub-district was high.

Distribution of Respondents' Answers to Employee Engagement Variable. It is known that respondents' responses to 9 questions about employee engagement, which include the vision and mission of the health centre, the suitability of work with wishes, the need for discipline, leaders respect employees, appreciate the work of employees, employees try to find ideas and provide the best for the health centre where they work, are known to vary considerably but after averaging the score is at 4.17 or categorised as high.

Distribution of Respondents' Answers to Perceived Organization Support Variable. The distribution of respondents' answers to perceived organisation support has an average score of 4.32, categorised as high.

Distribution of Respondents' Answers to Performance Variable. Based on the results of research that has been conducted on 69 respondents, respondents obtained answers to questions that include nurse performance, such as concerns about what will happen, providing the best service to patients, providing fast service, according to the process that should be, being able to provide progress to patient health, and providing the best quality service. Hail pointed out that the nurses' responses in the Aikmel sub-district scored 4.15, which was in the high category. This shows that nurses at the research site perform well and can provide services according to applicable standards.

Multiple Linear Regression Analysis. Regression analysis aims to analyse the magnitude of the influence of the independent variable on the dependent variable. The results of the multiple linear regression analysis of this study are:

$$Y = 1.023 + 0{,}341X_1 + 0{,}156\,X_2 + 0{,}286X_3$$

This equation shows that the variables of self-efficacy, employee engagement, and perceived organisation support have a regression coefficient marked positive, which means that the variables of self-efficacy, employee engagement, and perceived organisation support are directly proportional to the variables of nurse performance so that if the variables of self-efficacy, employee engagement, perceived organisation support are improved, nurse performance will increase and vice versa. This is the theory developed by [1], which says performance can be influenced by personality, including self-efficacy, employee engagement in the work environment, perceived organisation support, leadership, discipline, motivation, and others.

Analysis of the Coefficient of Simultaneous Determination (R^2). A coefficient of determination analysis measures the magnitude of the influence or relationship between two or more independent variables (X) simultaneously on the dependent variable (Y).

Table 1 − Coefficient of Simultaneous Determination (R^2)

R	R^2	Adjusted R^2	Std. Error of the Estimate
.766a	.587	568	.44960

Based on the table above, it can be concluded that the R^2 value of this study is 0.587, which shows that the relationship between self-efficacy, employee engagement, and perceived organisation support on performance is 58.7%. This means that the contribution of independent variables (self-efficacy, employee engagement, perceived organisation support) is significant because it exceeds 50%. At the same time, the remaining 41.3% was influenced by other variables that were not studied.

Partial Hypothesis Test (T-Test). The t-test is used to determine the significance of the constants of the independent variables, namely self-efficacy (X_1), employee engagement (X_2), and perceived organisation support (X_3), partially to the performance variable (Y). The results of this study show that the variables of self-efficacy and perceived organisation support significantly affect nurses' performance at the Aikmel sub-district (North Aikmel Health Centre, Aikmel Health Centre, and Kalijaga Health Centre). It is said to have a significant positive effect because all t counts are greater than the t-table, where t counts for each variable in succession, self-efficacy, and perceived organisation support are 2.903 and 2.586, more significant than the t-table, which is 1.997. However, this study shows that employee engagement has a positive but insignificant effect with a calculated t value of 0.940 < t table of 1.997.

The results of this study are based on research conducted by [8], which shows that the effect of self-efficacy on performance is positive and significant. Then, the analysis undertaken by [9] also showed the results of self-efficacy, perceived organisation support, and employee engagement research that significantly and positively affected performance. While the current study shows the results of employee engagement showing a positive influence on performance but not significant, this is by the research of [10], which found that employee engagement has an effect but is not substantial on performance. This can be because the working life of the nurses is all over 5-10 years. This makes employees feel proficient in working alone and independent at work so that dependence and attachment to fellow employees are less visible.

F-Test. The f-test is used to determine whether the independent variables, namely self-efficacy (X1), employee engagement (X2), and perceived organisation support (X3), are accurate models

to be used to analyse the significant influence on variables related to the performance of nurses in health centre throughout Aikmel sub-district. It is known that the value of the F-count is 12.124, which is much greater than the F-table and with a significance level of 0.000. Because F-count (12,124) is more significant than F-table (2,354), it can be concluded that H_0 is rejected means that the independent variables of self-efficacy, employee engagement, and perceived organisation support are an accurate model used to see the significant effect on the performance of health centre nurses in Aikmel sub-district, namely North Aikmel Health Center, Aikmel Health Cen-

ter, and Kalijaga Health Center, in West Nusa Tenggara.

CONCLUSIONS

Based on the results of this study, it can be concluded that the self-efficacy and employee engagement possessed by nurses at the health centre in Aikmel have a positive and significant influence on their performance. In addition, it can also be concluded that perceived organisational support has a positive but not significant effect on the performance of nurses at the health centre in the Aikmel sub-district.

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