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Keywords: *individual characteristics, compensation, work ethic, performance.*

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The Effect of Individual Characteristics, Service Compensation and Work Ethics on Generation Y of Nursing Performance

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Keywords: *individual characteristics, compensation, work ethic, performance.*

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I. PRELIMINARY

The nursing care is given in the form of nurses' performance and should be based on a high capacity so that the performance of support services in the task of nursing services. Performance is a person who carried out the work in accordance with the task in an organization (Nursalam, 2011). There are three (3) variables that affect work behavior and performance, variable individual characteristics, job characteristics, characteristics of the work environment (Gibson, 1987). the performance of nurses can be influenced by the individual characteristics of nurses themselves. Everyone has their own characteristics so that there is a fundamental difference with the lain. Robbins (2008), states that the individual characteristics such as age, length of employment, and marital status can affect the individual's performance.

Several previous studies showing the effect of individual characteristics on the performance of nurses as research conducted by Megawati (2017) shows that the individual characteristics of positive and significant effect on the performance of nurses. This study was supported by research conducted by Moses (2014), Kumajas et.al (2014) and Jalil et.al (2014). In contrast, previous studies showed different results is the research conducted by Dana and Endang (2017) which states that the characteristics of the individual has a positive effect on performance.

The performance of nurses is also closely related to satisfaction with the provision of services received. Compensation is very important and influential in improving employee performance. Several studies have shown the influence of compensation on performance, such as research conducted by Komara and Nelliawati (2014) which states that compensation positive and significant influence on employee performance. This study was supported by research conducted by Sulaiman (2017), Hameed et.al (2014) as well as research by Asih et.al, (2014). Instead, different research showed by Suharyanto et.al, (2015) which states that compensation does not have a significant influence on employee performance.

In addition to individual characteristics, the statement of client satisfaction over the performance of

nurses is also demonstrated by nurse's work ethic itself. Ethics in the profession are the basic things that need attention. Nurses work ethic based on the code of professional conduct that has set. a few previous studies showing the effect of the performance of the work ethic is the research conducted by Budianto et.al (2017) states that the work ethic positive and significant effect on performance. Other research by Choiriah (2013) show that professional ethics has a positive effect on performance. This study was supported by research conducted Hana and Gufron (2015) which states that Islamic work ethic positive effect on the performance of auditors. Research by Imam et. al (2013) which states Islamic work ethic positive and significant effect on performance. Other research by Puspita and Agus (2017) which states work ethic positive effect on performance as well as research by Faisal (2107) which states that the work ethic and significant positive effect on employee performance.

Regional General Hospital Kota Mataram made an object of study site because it is a public service institution in health. Nurse Regional General Hospital Kota Mataram amounted to 318, the average is still under 35 years old and most were female gender. Judging from the age of existing nurses, nurse at the General Hospital of City of Mataram categorized as Generation Y or who is often called the millennial generation. Generation millennial described as a private individual, please ignore political issues, focusing on materialistic values, and less to help others when compared with the generation X and the baby boomers during the same age of this generation, narcissistic and happy to move from one job to another (Wikipedia, 2018).

Some of the phenomena that demonstrate the lack of performance of nurses at the General Hospital of the City of Mataram are still complaints from patients or family related work ethic nurses in providing care for patients. From the data of complaints about the behavior of the nurses who are less friendly, less sensitive to the state of the patient, photographs of patient care in the room, less sterile in action and a long service response (PR Mataram City Hospital, 2018). Performance still less can also be seen from compliance documentation of nursing care are not optimal and the results of audits carried out by the Committee on Prevention and Infection Control on compliance with hand washing and waste management (PIC Committee on Regional General Hospital Mataram, 2018).

Referring to the various previous studies where there are several variables that affect the performance of getting inconsistent results and see the phenomenon occurs, it is necessary to research on the effects of individual characteristics, work ethic and compensation services on the performance of nurses Generation Y in the General Hospital of the City of Mataram.

II. LITERATURE REVIEW

The performance of nurses can be influenced by the individual characteristics of the nurses themselves. Everyone has their own characteristics so that there is a fundamental difference with one another. Robbins (2008) in Kumajas (2014), states that individual characteristics such as age, sex, years of education level and marital status can affect the performance of the individual. Hasibuan (2003), argues that the individual age affects the physical, mental, workability, responsibilities, and tends to absenteeism. Conversely, age older employees less physical condition, but working resilient, and have more responsibility. Kumajas (2014) stated an increasingly older age of nurses so accepting a job will be more responsible and experienced.

Notodmodjo (2003), states that people who have higher education will have a higher knowledge, when compared with those who had low education and through education one can improve intellectual maturity so that they can make a decision to act. Highly educated nursing staff motivations would be better because it already has the knowledge and insight wider than the educated nurses were law. Menurut Nursalam (2009) that more and more nurses working lives, the more experienced nurses in providing nursing care in accordance with the standards or procedures remain in force. Kumajas (2014) states that many working experiences to provide expertise and job skills. Otherwise.

Wibowo (2007) in Fitrianasari et.al (2013) claimed compensation packages offered a number of organizations to workers in return for the use of its workforce. Fitrianasari et.al (2013) states that the perception of compensation related to the appropriateness of financial and nonfinancial rewards which received a positive response will be the driving factor increasing performance nurses. Mangkunegara (2009) in Komaraet.al (2014) states that the compensation given to affect the level of employee satisfaction and motivation as well as the work proceeds. The compensation payment system that is felt unfairly affect employee behavior as seen from the performance of employees who are not supporting the goals of the institution.

Compensation can be interpreted as a form of change given by the company to employees for services provided to the company as part of an employment relationship (Simamora 2003 in Istikomah et.al, 2014). Furthermore, Istikomah et.al (2014) states that one way to improve performance management, motivation and job satisfaction of employees is through compensation.

Irman (2003) in Megawati (2017) declared nursing as a profession requires professional nursing care given by nurses with the competencies to meet the

standards and attention to ethics and moral norms so that people receive the care and quality of nursing care. Choiriah (2013) states that the ethics of the profession has a positive effect on performance. The higher level of adherence to professional ethics auditor then displayed performance auditor also will be better then Praktiyasa and Sari (2016) state that the auditor that meets the principles of professional ethics will be able to give a sense of responsibility to their work. The sense of responsibility is what will make the best efforts of auditors in completing the work so that the auditor can improve its performance.

Based on the concepts that have been raised, then the hypothesis in this study include:

H1: Individual characteristics has a significant positive effect on performance of nurses.

H2: Services Compensation has a positive and significant impact on performance of nurses.

H3: Work ethic has a positive and significant effect on performance of nurses.

III. RESEARCH METHODS

This type of research that will be used are associative quantitative research. This study will be able

Table 1: Values Regression Coefficients

Model		Coefficients unstandardized B	Std. Error	Standardized Coefficients beta	t	Sig.
1	(Constant)	.463	.160		2893	.004
	X1	.210	.067	.212	3,151	.002
	X2	.352	.066	.387	5,315	.000
	X3	.323	.053	.351	6,135	.000

Based on the table, the model's regression equation is as follows:

$$Y = 0.463 + 0.210 X1 + 0.352 X2 + 0.323 X3 + e$$

The explanation of the model are:

- 1) The constant of 0.463 means if Karakteristik Individu independent variable (X1), Kompensasi Jasa Services (X2), and Work Ethics (X3) have a value of 0, then the nurse performance as the dependent variable (Y) will have a value of 0.463.
- 2) The coefficient value of B1 is 0.210 means that if a variable Individual Characteristics (X1) increased by one unit, then the nurse performance (Y) will also be increased by 0.210 on condition Kompensasi Jasa Services (X2), and Work Ethics (X3) is assumed to be constant or fixed.
- 3) The coefficient value of B2 is 0.352 means that if a variable service compensation (X2) increased by one unit, then the nurse performance (Y) will also be increased by 0.352 on condition Individual Characteristics (X1) and Work Ethics (X3) is assumed to be constant or fixed.

to show the influence of individual characteristics, compensation for services and work ethic on the performance of nursing staff in Regional public hospital Mataram. Populasi town in quite a lot of research as many as 318 functional nursing directly provide services nurse in Regional public hospital Mataram. Based on the calculation formula Slovin, then the size of the sample size for this study as many as 178 people. The sample is determined by simple random technique sampling. Analysis of multiple linear regression was used to analyze the form and effect relationship between variables in this study. Multiple linear regression analysis conducted with the aid of computer software SPSS.

IV. RESULTS

Multiple linear regression calculations in this study were undertaken using SPSS. The results of multiple linear regression calculation are as follows:

- 4) The coefficient value of B3 is 0.323 means that if the variable Work Ethics (X3) increased by one unit, then the nurse performance (Y) will also be increased by 0.323 on condition Individual Characteristics (X1) and Kompensasi Jasa Services (X2) is assumed to be constant or fixed.

The hypothesis testing procedures in this study consisted of partial significance test (t-test), simultaneous significance test (test F), and the coefficient of determination. Partial hypothesis testing in this study is presented in Table 2. It can be described that:

- 1) Individual Characteristics variable regression coefficient (X1) of 0.210, with the t value X1 is greater than the t table (3.151 > 1.973) and the significance value of 0.002, then Ha accepted. It is stated that the individual characteristic variables have a positive and significant influence on the Performance of Nurses in the General Hospital of the City of Mataram. Meaning if Characteristics Individuals who owned a nurse getting fit or by task performance will be better. Conversely, if the

- individual characteristics are less suitable or less in accordance with his duties then the performance will be worse.
- 2) The service compensation variable regression coefficient (X2) is 0.352, with a value of t is greater than the t table ($5.315 > 1.973$) and the significance value of 0.000, then H_a accepted. This indicates that the variable Services Compensation Services have a significant impact on Nurses Performance in the Regional General Hospital Mataram. Meaning if Compensation Services Services received higher nurse (fair and reasonable) performance will be better. Conversely, if the compensation received service nurses decreased or reduced the performance of nurses also will be worse.
 - 3) Work ethics variable regression coefficient (X3) of 0.323, with a value of the t, is greater than the t table ($6.135 > 1.973$) and the significance value of 0.000, then H_a accepted. This indicates that the variable Work ethics have a significant impact on Nurses Performance in the Regional General Hospital Mataram. Meaning if the Ethics Code is implemented nurses increasingly ethical performance will be better. Conversely, if the Work Ethic less ethical or not in accordance with his duties then the performance will be worse.

Standardized coefficients Beta is used to determine which of the variables Individual

Characteristics, Services Compensation Services, and Work Ethics which has a dominant influence on the Performance of Nurses in General Hospital of the City of Mataram. To see coefficients Standardized Beta in this study can be seen by looking at coefficients Beta Standardized criteria of the processing in SPSS.

Coefficients Standardized Beta Results can be seen in Table 4.13, which of the three independent variables tested is known for variable compensation JasaPelayanan has Coefficients Beta Standardized positive value of 0.387 means Services Compensation Services Nurses can affect performance at Regional General Hospital Kota Mataram by 38.70 percent, While the Individual Characteristics and Work Ethics has Coefficients Beta Standardized positive value respectively 0.212 and 0.351. This criterion indicates that the variable compensation JasaPelayanan (X1) has a more dominant influence of the other variables in influencing performance nurse at the General Hospital of City of Mataram.

The coefficient of determination is the ratio between variations in the dependent variable explained by the independent variables together compared to the total variation of the dependent variable. As for the coefficient of determination based on the results of multiple linear regression analysis was done in this study can be seen in the following table:

Table 2: Coefficient of determination and F Test Results

Model	R	R Square	adjusted Rsquare	F test	Sig.
1	.873	0.762	.757	185.283	0,000

Based on Table 2, it can be described that the amount of R Square (R2) is 0.757. This means that 75.70 percent of the variation of Nurse Performance (Y) in Mataram City Hospital can be explained by the variation of the three independent variables, Individual Characteristics (X1), Compensation JasaPelayanan (X2), and Work Ethics (X3). While the remaining 24.30 percent is explained by other variables outside the model that are not included in this research model.

The testing procedure to test simultaneous significance of the research can be formulated according to the F test results Table 4:14. According to the table above, the calculated F value of 185.283. If the value of F arithmetic compared with F table of 2,660, it can be said $F_{count} > F_{table}$, then H_0 is rejected and H_a accepted means Individual Characteristics (X1), Compensation JasaPelayanan (X2) and Work Ethics (X3) have a significant effect simultaneously on the Performance of Nurses (Y) in Mataram City Hospital.

V. DISCUSSION

a) Impact of Individual Characteristics on the Performance of Nurses

The results of multiple regression analysis in this study showed a regression coefficient of 0.210 with 0.002 significance value can be expressed Individual Characteristics positive and significant impact on the Performance of Nurses in General Hospital of City of Mataram. This means that the proposed research hypothesis is proven or acceptable.

Individual characteristics are different from one another. According to Ivancevich (2006), Individual Characteristics variables such as skill, perception, personality, abilities, and attitudes, these variables influence on workplace behavior as an example of employee productivity, creativity, and performance. The opinion states that the individual factors or characteristics of individuals affect the performance, in which the individual characteristics have a positive impact on performance.

According to Gibson (2000) there are three variables that influence performance: (1) individual

factors: the ability, skills, background, and the demographics of a person; (2) psychological factors: perception, attitude, personality, learning, and motivation is variable according to Gibson heavily influenced by the family, the social rate of previous work experience and demographic variables; (3) organizational factors: resources, leadership, rewards, structure, and design work.

The actual formation of good character it takes a very long time, even had to childhood, meaning that age a person will usually form a more purposeful character. Related to the sex of the respondents were more dominant women than in men at 71 percent. This is consistent with the early history of the nursing profession which starts from Florence Nightingale started it as a work that is based on the love of a mother or a female. There is a tendency that the nurse with the female gender is more capable of doing good nursing care than male nurses at the General Hospital of the City of Mataram.

Results of research consistent with research Gibson (2000) and Soetjiptoet.al (2002) states that the employee performance affects the performance proven in this study, which means that a person is placed on the unit nurses working in accordance with its capabilities and competence will demonstrate performance well. Meanwhile, Ilyas (2001) gives a performance assessment as a process of assessing the results of personal work in the organization through performance instruments and essentially a personnel evaluation of job performance by comparing the gold standard appearance.

b) *Effect of Service Compensation on Nurse Performance*

The analysis showed regression coefficient of 0.352 with a significance value of 0.000, it can be stated that there is a significant positive effect on the Performance Compensation JasaPelayanan nurse at the General Hospital of City of Mataram.

Developing an effective compensation system can retain and recruit people who competent and talented in achieving organizational goals (Robbins, 2008). according to the result, the nurse will be nice in the performance if given a good compensation. The higher the compensation awarded will be a better performance at work.

The nursing profession has an important role in providing quality health care in a hospital, because of the type of services rendered by the approach of biological, psychological, social, spiritual, and performed with continuous (MOH, 2004). the implementation of maximum nurses working in health care quality occurs when the system is done the implementation of care nursing supports nursing practice standards (Wahyuni, 2007). Nursing as a form of professional services is an integral part and parcel of

overall health care. This is emphasized in Law No. 36 the Year 2009 on Health, which carried out the treatment and or treatment.

The compensation is essential for nurses. The size of the compensation is a measure of the performance of nurses, so if the compensation system is fair for hospital nurses can better encourage nurses in their work and more accountable for each task gift. The compensation is one work of nurse ways to increase capacity. If the compensation of nurses perceived competitive just and by nurses that also hospitals will easily attract potential people, retain and motivate nurses to improve their performance, so the service provided qualified. Finally, the hospital not only excels in competition, yet also able to increase profitability and expand its business (Nugroho, 2009).

The results are consistent with research conducted Setiawan (2013), there is a significant influence in a positive direction between the variable compensation with the performance of nurses with influences that occur very strong. Sistem compensation within the organization greatly impacts the nurse's performance. Including nurse's compensation in the high category so the effect on performance results. Then human resource management needs to be improved. Because based result most respondents with sufficient compensation performing well enough. Each hospital has always wanted increased productivity of each nurse. To achieve this, hospitals must provide good motivation for all nurses in order to achieve performance and increase productivity.

c) *Influence on Performance Work Ethics Nurses*

Ethics Kerjamemiliki regression showed a regression coefficient of 0.323 with a significance value of 0.000. Thus the hypothesis asserts Kerjaberpengaruh Ethics positive and significant impact on Nurses Performance, acceptable. Dengan etic yang well, it is expected performance produced by the Regional General Hospital the city of Mataram can be achieved. A nurse's work ethic refers to the code of ethics that governs and guides nurses in everyday practice as being fair to the patient, respecting the rights of patients and advocate on behalf of patients. Code Nurse Nurse Pledge Indonesia Indonesia is expected to unite the will and promise of sublime nurses in performing professional responsibility (Sumijatun, 2011).

Research Wijayanti (2012) Work Ethics concluded that influence on employee performance. Research on Work Ethic is often getting the attention of researchers especially on service organizations, such as research Febriyanto (2012) where the research results show that the Work Ethic significant effect on performance. The same result is also proved by Herlambang (2013) and Chaidir (2012).

Based on these results it can be concluded that the variable Work Ethic with Nurse Performance at

Regional General Hospital Kota Mataram positive and significant impact. The results support the results Ayudiati (2010), Wijayanti (2012), Febrianto (2012), Herlambang (2013), and Chaidir (2012). This indicates that the Work Ethic positive significant effect on employee performance. Where the Ethics Code is an attitude of personality, temperament, character, and belief in something. This attitude is not only owned by individuals but also by groups, even communities. Ethics established by habit, the influence of culture and value systems that are believed.

Work ethic has many elements: sourced and are associated with the values of a person's psychological, shows an ingrained view, showing one's attitudes and expectations. Furthermore, with regard to morality and its Ethical issues and justification. Morality is also a social instrument when a social group calls for guiding action against the government for the better (Kumorotomo, 2014). By having a good work ethic, it will create a good working culture, which is able to provide health care to communities without seeing the difference and more responsible in carrying out the duties and functions of a public health nurse like a waitress.

VI. CONCLUSION

Individual characteristics has a significant positive effect on the Performance of Nurses. Meaning if Characteristics Individuals who owned a nurse at the General Hospital of the City of Mataram more appropriate, then the nurse will get better performance. Conversely, if the individual characteristics are less appropriate or less suitable, then the nurse performance will decrease or less. Service compensation has a positive and significant impact on the Performance of Nurses. That is if Compensation Services Services at Regional General Hospital Kota Mataram increased more appropriate (fair and reasonable), it can improve the performance Nurse getting better, otherwise if Compensation Service Provider increasingly does not match (is not fair and not worth it) will have an impact on changes in performance Nurse which become increasingly better. Work Ethic has a positive and significant impact on the Performance of Nurses. This means that if the implementation of the Work Ethic stronger at Regional General Hospital Nurses Mataram, then the nurse will get better performance. Conversely, if the implementation of the Work Ethic weaker at Regional General Hospital Nurses Mataram, then performance will be bad. Individual characteristic nurses, Services Compensation Services, and Work Ethics have significant effects simultaneously on the Performance of Nurses. This means that the Individual Characteristics matching, Services Compensation and Work Ethics strong implementation at Regional General Hospital of Mataram, then the nurse will get better performance. then the nurse will get better performance.

VII. RECOMMENDATION

Based on test results to variable Individual Characteristics, Services Compensation Services, Work Ethics and Performance Nurse, the policy implications are suggested in this study that the management of the General Hospital of City of Mataram need to provide support especially to nurses to carry out nursing care entirely to do with minimal hold regular meetings once a week to socialize accompanied with training so they have a better knowledge in the achievement of the management of the general hospital. Otherwise, Regional General Hospital Kota Mataram priority to provide further education, training and career development for nurses excel. It also can provide feedback on work performance, the variation of tasks, create a harmonious working environment among nurses, and their reward system implementation/award fair and responsible ethics committee will open. otherwise always provide direction and supervision of the work ethic of discipline and work interests should be prioritized and made as effective as possible. This is because according to the results of interviews complaint to the ethics committee nursing problems still considered complicated because they must pass through the stages of grooves that are too long and complicated.

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