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The Effect of Human Relations and Work Ethic On Nurses Performance at Dewi Sartika General Hospital Kendari

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ABSTRACT

Introduction: The number of patients at Dewi Sartika General Hospital in Kendari is increasing, requiring optimal hospital services. The number of patients at Dewi Sartika General Hospital in Kendari has increased annually over the past three years. The number of visits in 2022 was 5,006 with 61 nurses, in 2023 it was 6,241 with 59 nurses, and in 2024 it was 6,644 with 52 nurses. These data indicate that the number of nurses decreases annually, resulting in a significant workload and a significant demand for improved nurse performance. This study aims to determine the influence of human relations and work ethic on nurse performance at Dewi Sartika General Hospital in Kendari.

Method: The research used a quantitative approach. Data were collected using a questionnaire. The population in this study was 52 people, while the sample size was 46. The data analysis technique used was SEM PLS.

Result: The results of this study indicate that the Human Relations variable (X1) has a positive and significant influence on Nurse Performance (Y). This influence is confirmed by a t-statistic of 3.477, which is above the critical limit of 1.96, and a p-value of 0.001, which is less than 0.05. Statistically, this relationship can be considered significant. The work ethic variable (X2) also showed a positive and significant influence on nurse performance (Y). The t-statistic obtained was 2.144 and the p-value was 0.032, both of which met the requirements for statistical significance.

Conclusion: The conclusion of this study is that human relations has a positive and significant influence on nurse performance at Dewi Sartika General Hospital, Kendari. Work ethic has a positive and significant influence on nurse performance at Dewi Sartika General Hospital, Kendari. Recommendations in this study include improving human relations programs, such as conducting regular effective communication training for all nursing staff and medical personnel.

Introduction

According to the WHO, health plays a significant role in improving people's lives. Therefore, all countries strive to provide the best possible health services. Health services encompass all efforts, whether carried out individually or collectively within an organization, to maintain and improve health, prevent and treat disease, and restore the health of individuals, groups, or communities. The quality of health care provided to patients is a benchmark for the success of services and various service-based efforts or activities. It is generally stated that the more effective a health service is, the higher the quality of the service provide.^[1]

Health services are a sector that greatly determines the quality of life of the community. In its implementation, hospitals as health service institutions have an important role in ensuring that the quality of services remains optimal. One of the key elements that determines the quality of service in a hospital is the performance of nurses, because nurses are the medical personnel who most frequently interact directly with patients. Nurse performance is influenced by various factors, both internal and external. Two factors that are considered to have a significant influence are human relations and work ethic.^[2]

Good human relations in the work environment, especially between fellow nurses, between nurses and service users, between nurses and doctors, and between nurses and hospital management, can create a conducive work atmosphere. A positive work environment can boost morale and loyalty, ultimately improving nurse performance. Human relations play a crucial role in the hospital environment, involving complex interactions between various parties medical personnel, administrative staff, patients, and their families. The importance of human relations in hospitals is that hospitals can improve the quality of patient care, encourage effective teamwork, reduce conflict and stress, increase patient satisfaction, and strengthen the hospital's reputation.^[3]

Human relations in hospitals are the foundation of quality and humanity-oriented health services. Without good relationships between individuals, medical services can lose their empathetic side, and work effectiveness can be disrupted. Therefore, building and maintaining

healthy interpersonal relationships is crucial in creating a professional, friendly, and trustworthy hospital. Human relations are crucial because they touch the emotional and social aspects of every individual, regardless of whether we are at school, work, hospital, or any other social setting. Good relationships with others are key to creating a harmonious, productive, and meaningful life.^[4]

Work ethic is a mental attitude and work spirit that reflects hard work, perseverance, commitment, responsibility, discipline, and honesty of a person in carrying out his duties in the context of a hospital, work ethic has a very important role because it is directly related to the quality of health services and patient safety, work ethic is a set of positive behaviors rooted in fundamental beliefs accompanied by total commitment to an integral work paradigm, work ethic means a set of understanding and belief in values that fundamentally influence life, become the principles of movement and a way of expression that is unique to a group of people with the same culture and beliefs therefore, every individual or group in an agency must have a work ethic, meaning that employees who have a work ethic will try to show a good attitude in carrying out a job by acting and working optimally. Improving work ethic is one form of employee accountability to the agency.^[5]

Work ethic plays a crucial role in creating professional healthcare services that are oriented toward patient safety and satisfaction in hospitals. Work ethic reflects the attitudes and moral responsibility of healthcare workers in carrying out their duties. Attitudes such as discipline, honesty, dedication, responsibility, and caring are key elements that shape a quality work culture. In a dynamic and stressful hospital environment, medical personnel are required not only to have technical competence but also to have a high and consistent work ethic. A good work ethic will encourage healthcare workers to work optimally, on time, carefully, and with empathy towards patients.^[6]

This is crucial because healthcare involves human life, so every action must be carried out with high standards and strong integrity. Furthermore, work ethic is also a determining factor in building solid teamwork across professions, from doctors, nurses, pharmacists, to other support staff. Without a strong work ethic,

coordination and communication can be disrupted, ultimately leading to a decline in service quality and an increased risk of medical errors. Furthermore, a strong work ethic positively impacts the hospital's overall image. Patients and families will judge a hospital's quality not only by its facilities but also by the way its healthcare staff work and interact. Therefore, hospitals that instill strong work ethic values will more easily build public trust and maintain their reputation as excellent healthcare institutions. Therefore, fostering and strengthening a work ethic in hospitals is a strategic necessity that cannot be ignored. Through training, ongoing performance evaluation, and exemplary leadership, hospitals can create a productive, ethical work environment focused on providing the best possible service to the community.^[7]

The existence of a hospital cannot be separated from human resources. The human resources in question are those who bring energy, thought, talent, creativity and effort to the workplace. Effective human resources help achieve the goals set by an organization/institution. Many factors influence the process of developing a company's quality, one of which is the quality of its human resources. Human resources are crucial for a company, especially a hospital, in the management, organization, and utilization of nurses. To improve hospital services, hospitals must pay attention to the performance of nurses. Special attention to nurse performance will enable nurses to work optimally. The quality of healthcare provided to patients is a benchmark for the success of services and various service-based efforts or activities. It is generally stated that the more effective a healthcare service is, the higher the quality of that service. Hospitals are expected to be able to provide services to the community equitably, without discrimination, so that these services are effective and efficient.^[8]

Hospital Law is regulated in Law Number 44 of 2009 concerning Hospitals, in Article 1 paragraph it is stated that 'a hospital is a health service institution that provides comprehensive individual health services that provide inpatient, outpatient and emergency services.'⁶ The principles and objectives of a hospital are regulated in Article 2 and Article 3 that: "hospitals are organized based on *Pancasila* and are based on

humanitarian values, ethics and professionalism, benefits, justice, equal rights and anti-discrimination, equality, protection and patient safety, and have a social function.^[9]

Nurses are one of the important human health resources in hospitals, ensuring they can provide effective nursing care. A nurse is someone who has graduated from a medical school. Higher education in nursing, both domestically and internationally, recognized by the government, in accordance with statutory provisions and regulations (Nursing Law or Number 38 of 2014). Nurses are workers who are always present in every hospital and are responsible for patient health. Nurses in hospitals have duties in inpatient, outpatient, or polyclinic services and emergency services.^[10]

Improving nurse performance in hospitals is crucial for maintaining the quality of healthcare services provided to patients. To achieve this goal, hospitals need to design and implement appropriate strategies to improve nurse performance. Strategies to improve nurse performance in hospitals can be implemented in various ways, ranging from providing training and skills development to increasing motivation and work enthusiasm. Furthermore, human relations and work ethic also influence nurse performance. It is also important to consider factors that influence nurse performance, such as a conducive work environment, adequate management support, efficient work systems, work attitudes, and skill levels.^[11]

In the journal, entitled "The Influence of Work Ethic on Nurse Performance in Documenting Nursing Care," nurses are very important health workers in hospitals because the good or bad hospital services are influenced by nursing services. Nurses are required to provide services with good quality and quality. The main key to improving the quality of health services is that nurses must have high performance in providing health services and improving the quality of services. A nurse's performance can be seen from the quality of nursing services provided, one of which is in terms of documenting patient nursing care. Performance is influenced by several factors, one of the factors that influences performance is work ethic.^[12]

In the Journal of Entitled The Impact of Human Relations, Social Work Environment, and

Leadership on Employee Performance at Sanjiwani Hospital, Gianjar Regency. Performance is a result achieved by workers in their work according to certain criteria that apply to a job. High employee performance is very necessary in an organization to achieve the expected goals. With high performance, employees will try their best to overcome and solve problems faced in carrying out their duties and work. Conversely, with low performance, they will easily give up on circumstances if they encounter difficulties in carrying out their duties and work so that it will be difficult to achieve the expected goals. With employee relations (human relations) and high motivation, employees will work together and help each other in completing work that requires a lot of energy and time.^[13]

Dewi Sartika General Hospital is one of several private healthcare facilities in Kendari City, managed by PT. Dewi Sartika Nusantara, the owner. This Health Service has been registered since 06/02/2016 with Permit Number 56/IZN/VI/2013/001 and Permit Date 17/06/2013 Dewi Sartika Hospital has been accredited as a type D Hospital which has medical service facilities in the form of polyclinics, inpatient care, surgery and HCU. As well as having medical and non-medical support service facilities, the number of inpatient rooms is 22 rooms while the total number of human resources at Dewi Sartika General Hospital for the last three years, namely in 2022 as many as 115 people, in 2023 as many as 118 people, and in 2024 as many as 133 people. With the number of Doctors as many as 18 people, Midwives as many as 30 people, Nurses as many as 52 people, and Staff as many as 16 people and others as many as 17.

Method

The type of research used is a quantitative approach. Data were collected using a questionnaire. The population in this study was 52 people. The sample in this study was 46 people. The data analysis technique used is SEM PLS.

Result

Table 1 show R-square test aims to determine how much the independent variable is able to explain the dependent variable in a research model. Based on the results of the R-square test shown in the table, an R-square value of 0.682 was obtained for the dependent variable Nurse Performance (Y). This means that 61.3% of the variation in changes in Nurse Performance can be explained by the independent variables contained in the model, in this case Human Relations (X1) and Work Ethic (X2). Meanwhile, the remaining 38.7 % is influenced by other factors outside this research model. Adjusted R-square value obtained was 0.595, which indicates that after adjusting for the number of predictors in the model, the explanatory contribution to the Nurse Performance variable remains high and quite consistent. The difference between the R-square and adjusted R-square values is relatively small, indicating that the model does not experience overfitting and still has good predictive ability even considering the number of independent variables used. Overall, these results indicate that the model used in the study has a fairly high level of predictive accuracy and is able to explain most of the variations that occur in the Nurse Performance construct. This reflects that the constructs of Human Relations and Work Ethic play an important role in explaining nurse performance empirically within the framework of the structural model that was built.

Table 2 show f-square test is used to measure the relative contribution or influence of each independent variable on the dependent variable in a structural model. The f-square value provides information on the extent to which the dependent variable's R-square value will change if one independent variable is removed from the model. Interpretation of the f-square value refers to the guidelines proposed by Cohen (1988), namely a value of 0.02 indicates a small effect, 0.15 indicates a medium effect, and 0.35 indicates a large effect. F-square analysis in the table, it can be seen that the Work Ethic variable (X2) has an f-square value of 0.052 on the Nurse Performance variable (Y). This value is slightly below the threshold for a moderate effect (0.15), so it can be categorized as a small to moderate influence. This indicates that Work Ethic contributes to improving Nurse Performance, although its contribution is

not too dominant compared to other constructs in the model.

Meanwhile, the Human Relations variable (X1) has an f-square value of 0.162 on Nurse Performance. Based on Cohen's guidelines, this value is included in the moderate influence category, which indicates that Human Relations makes a significant contribution in explaining variations in Nurse Performance. Thus, this construct shows a fairly important role in the developed model. Overall, the f-square test results indicate that both independent variables, work ethic and human relations, contribute to nurse performance, with human relations having a relatively greater influence. This confirms that the direct influence of each construct on the dependent variable is quite relevant and worthy of consideration in the process of interpreting the overall structural model.

Table 3 show the path coefficient analysis displayed in the figure and table, it can be explained that the relationship between each independent variable (X1 and X2) and the dependent variable (Y) shows variations in terms of strength of influence and level of significance. Significance assessment was conducted by considering the T-statistics and p-values, which are part of the hypothesis test in the Partial Least Squares (PLS)-based structural regression model. The results of the hypothesis test in this study can be seen in the following figure and table 3.

Hypothesis testing in this study was conducted to evaluate the direct influence of independent variables on the dependent variable in the structural model. This hypothesis test used the path coefficient value (original sample), t-statistic value, and significance value (p-value) obtained from Smart PLS output. Interpretation was based on the criteria that a relationship is considered significant if the t-statistic > 1.96 and p-value < 0.05 . The results are explained as follows:

The analysis results show that the Human Relations variable (X1) has a positive and

significant influence on Nurse Performance (Y). This is indicated by the path coefficient value of 0.515, which indicates that the better the interpersonal relationships between individuals in the organization, especially in the context of teamwork and communication between colleagues, the higher the performance displayed by nurses. This influence is strengthened by the t-statistic value of 3.477, which is above the critical limit of 1.96, and the p-value of 0.001, which is smaller than 0.05. Statistically, this relationship can be said to be significant. These findings confirm that relational aspects such as trust, work solidarity, and social support in the workplace play an important role in encouraging the productivity and professionalism of nursing staff. Good human relations enable nurses to work more efficiently, responsively, and collaboratively, which ultimately contributes to improving the quality of health services.

The Work Ethic variable (X2) also shows a positive and significant influence on Nurse Performance (Y), with a path coefficient value of 0.291. This means that the higher the work ethic values possessed by nurses, such as responsibility, discipline, dedication and honesty. Then their contribution to improving overall work performance will be greater. The t-statistic value obtained was 2.144 and the p-value was 0.032, both of which met the requirements for statistical significance. Thus, it can be concluded that nurses with a strong work ethic tend to be more committed to their work, possess strong intrinsic motivation, and are able to complete tasks with good quality and on time. These findings emphasize that work ethic values are not only an individual's moral aspect but also an important foundation in developing a professional workforce capable of providing optimal and sustainable nursing services.

Table 1.
Results of the Coefficient of Determination (R-square) Test

R-square-overview		
	R-Square	R-Square Adjusted
Y	0.613	0.595

Table 2.
Test Results (f^2)

f-square- Matrix	
	Nurse Performance (Y)
Human Relations (X1)	0.162
Work Ethic (X2)	0.052

Table 3.
Hypothesis Test Results

Path coefficients - Mean, STDEV, T values, p values					
	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T statistics (O / STD EVP)	P values
X1. -> Y	0.515	0.513	0.148	3,477	0.001
X2. -> Y	0.291	0.300	0.136	2,144	0.032

Discussion

The Influence of Human Relations on Nurse Performance at Dewi Sartika General Hospital, Kendari

The results of the analysis show that the Human Relations variable (X1) has a positive and significant influence on Nurse Performance (Y). This is indicated by the path coefficient value of 0.515, which indicates that the better the interpersonal relationships between individuals in the organization, especially in the context of teamwork and communication between colleagues, the higher the performance displayed by nurses. This influence is strengthened by the t-statistic value of 3.477, which is above the critical limit of 1.96, and the p-value of 0.001, which is smaller than 0.05. Statistically, this relationship can be said to be significant. These findings confirm that relational aspects such as trust, work solidarity, and social support in the workplace play an important role in encouraging the productivity and professionalism of nursing staff. Good human relations enable nurses to work more efficiently,

responsively, and collaboratively, which ultimately contributes to improving the quality of health services.

Based on incidents at Dewi Sartika General Hospital in Kendari, conflicts and misunderstandings between nurses, superiors, and service users are commonplace. This creates a less conducive work environment and impacts collaboration between nurses, resulting in decreased nurse performance. Therefore, human relations has a positive and significant impact on nurse performance at Dewi Sartika General Hospital in Kendari.

Human relations perceived by respondents are in the fairly good category as indicated by the average assessment score for human relations of 2.81. This indicates that respondents feel that human relations at Dewi Sartika General Hospital Kendari are quite good. Human relations have a positive and significant effect on the performance of nurses at Dewi Sartika General Hospital Kendari, this is influenced because the quality of interpersonal relationships in the work

environment has a positive impact on nurse performance. This indicates that when nurses have good relationships with coworkers, superiors, and even patients, they tend to work more effectively. Smooth communication, strong teamwork, and a supportive work environment contribute to increased productivity and the quality of nursing care.

The indicator of relationship with coworkers perceived by respondents is in the fairly good category as indicated by the average score for the assessment of relationship with coworkers of 2.91. This indicates that respondents feel that the relationship with coworkers at Dewi Sartika General Hospital Kendari is quite good. The relationship between coworkers has a positive and significant effect on nurse performance at Dewi Sartika General Hospital Kendari. This is influenced by good collaboration and communication between nurses creating a supportive work environment, enabling knowledge sharing, and reducing individual workloads through effective teamwork.

The relationship indicator with superiors perceived by respondents is in the fairly good category as indicated by the average score for the relationship with superiors of 2.83. This indicates that respondents feel that the relationship with superiors at Dewi Sartika General Hospital Kendari is quite good. The relationship with superiors has a positive and significant effect on nurse performance at Dewi Sartika General Hospital Kendari, this is influenced by supportive leadership, clear communication from supervisors, and the support of management proven to increase nurse motivation and performance. This reflects the importance of a transformational leadership style in the context of health services.

The indicator of relationship with service users perceived by respondents is in the fairly good category as indicated by the average value of the assessment score for relationships with service users of 2.68. This indicates that respondents feel that the relationship with service users at Dewi Sartika General Hospital Kendari is quite good. Service users have a positive and significant influence on nurse performance at Dewi Sartika General Hospital Kendari, this is influenced because positive interactions with patients and families not only increase patient satisfaction, but

also provide positive feedback that motivates nurses to provide the best service.

The theory expressed Human relations are harmonious relationships, created by awareness and willingness to merge individual desires for the sake of integrating common interests^[14]. Human relations are a translation of human relations. Some people also translate it as "human relations" or also translated as "relationships between humans", which is actually not too wrong because those who relate to each other are humans. However, here the nature of human relations is not like ordinary communication, it is not only the delivery of a message by one person to another, but the relationship between people who communicate which contains very deep psychological elements. It is said that human relations are a form of communication because of their behavior-oriented nature (action oriented), and this contains a person's attitude, opinion, or behavior.

The results of this study are in line with previous research, which shows that Human Relations are related to the work ethic of PT employees. Talkindo Slaksa Anugrah South Tangerang.^[15] Furthermore, another research results show that human relations have a significant influence on the work ethic of employees of the Regional Financial and Revenue Management Agency of Pariaman City.^[16]

The Influence of Work Ethic on Nurse Performance at Dewi Sartika General Hospital, Kendari

The Work Ethic variable (X2) also shows a positive and significant influence on Nurse Performance (Y), with a path coefficient value of 0.291. This means that the higher the work ethic values possessed by nurses, such as responsibility, discipline, dedication and honesty. Then their contribution to improving overall work performance will be greater. The t-statistic value obtained was 2.144 and the p-value was 0.032, both of which met the requirements for statistical significance. Thus, it can be concluded that nurses with a high work ethic tend to be more committed to their work, have strong intrinsic motivation, and are able to complete tasks with good quality and timeliness. This finding emphasizes that work ethic values are not only an individual moral aspect, but also an important foundation in

forming a professional workforce that can provide optimal and sustainable nursing services.

Based on the last 2 years at Dewi Sartika General Hospital Kendari, there are always nurses who arrive late or are absent without explanation. Based on data from Dewi Sartika General Hospital Kendari in 2023, nurses who arrived on time were 78% and decreased in 2024 to 68%, likewise employees who were late increased from 12% in 2023 to 20% in 2024. Thus, the work discipline or work ethic of some employees is still lacking due to the inaccuracy of time to attend which causes slow service provided to patients who come. Therefore, work ethic also shows a positive and significant influence on nurse performance. This means that the higher the work ethic values possessed by nurses, such as responsibility, discipline, dedication, and honesty. Then their contribution to improving overall work performance will be greater.

The work ethic perceived by respondents is in the fairly good category as indicated by the average score for work ethic assessment of 3.17. This indicates that respondents feel that the work ethic at Dewi Sartika General Hospital Kendari is quite good. Work ethic has a positive and significant effect on the performance of nurses at Dewi Sartika General Hospital Kendari, this is influenced because a high work ethic is correlated with better performance. Nurses who have high dedication, discipline, responsibility, and commitment to their profession will show more optimal work performance. This reflects the importance of professional values and integrity in nursing practice.

The hard work indicator perceived by respondents is in the fairly good category as indicated by the average assessment score for hard work of 3.16. This indicates that respondents feel that hard work at Dewi Sartika General Hospital Kendari is quite good. Hard work has a positive and significant effect on nurse performance at Dewi Sartika General Hospital Kendari, this is influenced because dedication and maximum effort in carrying out nursing duties contribute directly to the quality of service and the achievement of performance targets.

The discipline indicators perceived by respondents are in the fairly good category as indicated by the average assessment score for discipline of 3.18. This indicates that respondents

feel that discipline at Dewi Sartika General Hospital Kendari is quite good. Discipline has a positive and significant effect on nurse performance at Dewi Sartika General Hospital Kendari, this is influenced by adherence to protocols, standard operating procedures (SOPs), and hospital regulations ensuring consistency and optimal quality of service.

The honesty indicator perceived by respondents is in the fairly good category as indicated by the average score for honesty assessment of 3.20. This indicates that respondents feel honesty at Dewi Sartika General Hospital Kendari is quite good. Honesty has a positive and significant effect on nurse performance at Dewi Sartika General Hospital Kendari, this is influenced by transparency in reporting, accountability in actions, and professional integrity creating essential trust in the healthcare environment.

The diligent indicator perceived by respondents is in the fairly good category as indicated by the average score for diligent assessment of 3.11. This indicates that respondents feel that diligent at Dewi Sartika General Hospital Kendari is quite good. Diligence has a positive and significant effect on nurse performance at Dewi Sartika General Hospital Kendari, this is influenced by consistency in carrying out routine tasks and responsiveness to patient needs showing high professionalism.

The perseverance indicator perceived by respondents is in the fairly good category as indicated by the average score for perseverance assessment of 3.21. This indicates that respondents feel that perseverance at Dewi Sartika General Hospital Kendari is quite good. Perseverance has a positive and significant effect on nurse performance at Dewi Sartika General Hospital Kendari, this is influenced by persistence in facing challenges and long-term commitment to the nursing profession contributing to sustainable performance.

The theory work ethic is a set of behaviors rooted in strong awareness, fundamental beliefs, accompanied by total commitment to the integral work paradigm. The indicators in work ethic according are full responsibility, high work enthusiasm, discipline, diligence and seriousness, maintaining dignity and honor.^[17] Work ethic is an attitude that arises from one's own will and

awareness which is based on a system of cultural value orientation towards work. Ethos comes from the Greek word, namely ethos, which means attitude, personality, character, and belief in something. This attitude is not only held by individuals, but also by groups and even society.

Work ethic is shaped by various habits, cultural influences, and the value system a person believes in. Research found that work ethic simultaneously has a positive and significant effect on employee performance, while partially, work ethic has no effect on employee performance.^[18] An employee's work performance is greatly determined and influenced by their work ethic.

The results of this study are in line with other research, whose research results showed that work ethic influences nurse performance in documenting nursing care.^[19] Whose research results showed that work ethic significantly influences the performance of employees at the North Banjarbaru Community Health Center.^[20]

Conclusion

Based on the results of data analysis and theoretical discussion as well as support from previous research, the following conclusions can be drawn that the Human Relations variable has a positive and significant influence on Nurse Performance at Dewi Sartika General Hospital, Kendari. This means that better human relations will improve nurse performance. The work ethic variable has a positive and significant influence on nurse performance at Dewi Sartika General Hospital, Kendari. This means that the better the work ethic, the better the nurse's performance.

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