Influence of Locus of Control, Workload, Work Environment, Motivation on Nurse Performance
(Case Study At Dr. R. Goeteng Tanoedibrata Hospital Purbalingga)

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Abstract. This study intends to examine how nurses' performance is impacted by their locus of control, workload, work environment, and motivation. This type of research is a quantitative study because the data to be used to analyze the relationships between variables.The sample in this study was a nurse from dr.R.Goeteng Tanoedibrata Hospital Purbalingga who had worked for at least 2 years as many as 143 nurses. The type of data used in this study is the main data obtained by data collection techniques using questionnaires distributed to respondents. The data analysis method used is a Partial Least Square (PLS) based Structural Equation Model (SEM). The results of this study prove that there is a positive and significant influence between locus of control, workload, work environment on nurse performance however motivation is not significant effect on nurse performance.

Keywords : Locus of Control, Workload, Work Environment, Motivation, Nurse Performance.

1 Introduction

Health is one of the important aspects of a country's progress. Hospitals as health care facilities and places for health efforts have the function of providing complete (comprehensive), curative healing and disease prevention (preventive) services to the community [1]. Nursing is the profession that provides services to clients and patients around-the-clock, making nurses the most crucial healthcare professionals in hospitals [2]. When providing care for patients, nurses are expected to remain competent and professional [3].

Performance refers to the outcome or performance of work that is evaluated in terms of quality and quantity based on work standards that the organization can define. The best performance is one that complies with organizational standards and aids in the accomplishment of organizational objectives [4]. This is what is referred to as good performance. A bridge to ensuring the quality of healthcare services delivered to both ill and healthy people is good nurse performance.

Complaints of patients and their families to hospital services are the responsibility of nurses, so they try to provide the best service to their patients. The number of nurses' duties in providing both nursing and non-nursing services, the number of nurses that exist is not proportional to the amount of work that must be completed, the average number of hours of care required to give direct services to patients surpasses a nurse's capacity due to the constantly changing patient condition.[5] will have an impact on patient safety, customer satisfaction, the onset of occupational and performance-related disorders or illnesses. Nurses who are not optimal in health care activities. So that a comfortable, safe, and satisfactory work environment is needed, where all health care staff work earnestly for optimal health services and patient safety [6]. In addition, high motivation is also needed so that the nurse will carry out every task well [7].

This research is a development research from previous research. From several previous studies found inconsistencies in the results of the study so researchers are interested in doing this study.

Literature Review And Hypothesis Development

The effect of locus of control on nurse performance
The perception that one's success or failure in completing various tasks in life is due to one's own control or external control is known as locus of control. [8]. such as destiny, luck, or other external circumstances so as to influence the attitude and behavior of the individual in determining his success [9]. If the employee is able to control the environment or can survive the situation in his work then the employee can do his job with maximum results. This is supported by research from [9]. [10]. and [11]. which prove that individual performance will be better with the locus of control in employees.
On the basis of the foregoing, the following hypothesis is proposed:

H1: Locus of control positively affects nurse performance

Effect of workload on nurse performance

A unit of an organization or an office holder's workload is a set or number of tasks that must be accomplished within a predetermined time frame. [12]. The number of tasks carried out by employees is the cause of the lack of maximum work achieved by employees, because of the limited time employees have to complete their tasks. If this often happens, it can be the cause of the decline in employee performance in question [13]. Previous research from [14] and [12], as well as research from [15] showed that workload negatively affects employee performance. Increased workload will reduce the potential employee performance, and the other way around.

On the basis of the foregoing, the following hypothesis is proposed:

H2: Workload negatively affects the performance of nurses.

The effect of the work environment on nurse performance

Everything in an employee's immediate vicinity that can interfere with their ability to complete a task is considered their work environment [16]. The achievement of employee performance is significantly influenced by the workplace environment. Employee performance will be impacted by a pleasant working environment that is comfortable and meets eligibility requirements. Previous studies by [17], Ahmad [18], and [19] demonstrating that the work environment has a favorable impact on employee performance support this.

On the basis of the foregoing, the following hypothesis is proposed:

H3: The work environment has a positive effect on nurse performance

The effect of motivation on the performance of nurses

According to individual objectives, motivation is a combination of attitudes and beliefs that persuade people to take certain actions [20]. encouraging or motivating workers to put up their best effort in order to realize their potential. The performance of workers who are highly motivated at work will be at its best. Work motivation has a good and considerable impact on employee performance, according to earlier study from [21], [22], and [23].

On the basis of the foregoing, the following hypothesis is proposed:

H4: Motivation has a positive effect on the performance of nurses.

Research Methods

This type of research is a quantitative study because numbers or numerical scales are employed to convey the data that will be used to study the relationships between variables.

The sample in the study was 143 hospital nurses dr. Goeteng Tanoedibrata Purbalingga.who has worked for at least 2 years. The type of data used in the study was the primary data obtained by data collection techniques using questionnaires distributed to respondents. The data analysis method used is a Structural Equation Model (SEM) based on Partial Least Square (PLS) where there is assessing outer models or measurment models (including data quality tests that include validity and reliability tests), assessing inner models or structural models [24].

Research Results

1. Characteristics of Respondents

Table 1

Characteristics of Respondents

Variable	Characteristics	Sum	percentage (%)
Gender	Man	37	25,9
	Woman	106	74,1
Age	20-30	25	17,48
	31-40	47	32,86
	41-50	65	45,45
	51-60	6	4,21
Education	Diploma of Nursing	61	42,66

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Level	Bachelor of Nursing	9	6,29
	Ners	72	50,34
	Magister of Nursing	1	0,7
years of service	2 – 5 years	26	18,18
	6 – 10 years	20	13,98
	11- 20 years	66	46,16
	>20 years	31	21,68

2. Test Measurement Model (Outer Model)

To determine the model's reliability and validity, evaluation of the measurement model or outer model is conducted. Validity convergent and discriminant of latent and composite construct-forming indicators reliability for its indicator block are used to assess outer models with reflexive indicators. The value of the outer loading is greater than 0.5 to 0.6, the AVE value is greater than 0.5, and the composite reliability value is 0.7 in the outer model.

Table 2. Variables, Indicators, Loading Factor Round 1, Loading Factor Round 2, AVE and Composite Reliability

Variable	Indicators	Loading Factor Round 1	Loading Factor Round 2	AVE	Composite Reliability
Locus of control (X1)	Internality	0,873	0,874	0,618	0,828
	Chance	0,791	0,791		
	Powerful others	0,683	0,683		
Workload (X2)	Time target	0,870	0,870	0,733	0,892
	Working conditions	0,852	0,852		
	Job standards	0,846	0,846		
Work Environment (X3)	Lighting	0,743	0,760	0,549	0,879
	Temperatures	0,793	0,803		
	Air circulation	0,787	0,790		
	Workplace decoration	0,723	0,736		
	Relationships with fellow co-workers	0,734	0,744		
	Attention and support of the leadership	0,622	0,593		
	Safety in work	0,478	rejected		
Motivation (X4)	Physical needs	0,398	rejected	0,562	0,835
	The need for a sense of security and safety	0,666	0,659		
	Social needs	0,789	0,792		
	The need for	0,678	0,673		

	rewards				
	The need for self-embodiment	0,852	0,856		
Nurse Performance (Y)	*Caring*	0,858	0,858	0,726	0,949
	Collaboration	0,843	0,843		
	Speed	0,851	0,851		
	Empathy	0,883	0,883		
	Courtesy	0,866	0,867		
	Sincerity	0,842	0,842		
	Terupetik communication	0,821	0,821		

3. Structural Model Test (Inner model)

Evaluation of structural models or inner models aims to predict relationships between variables.
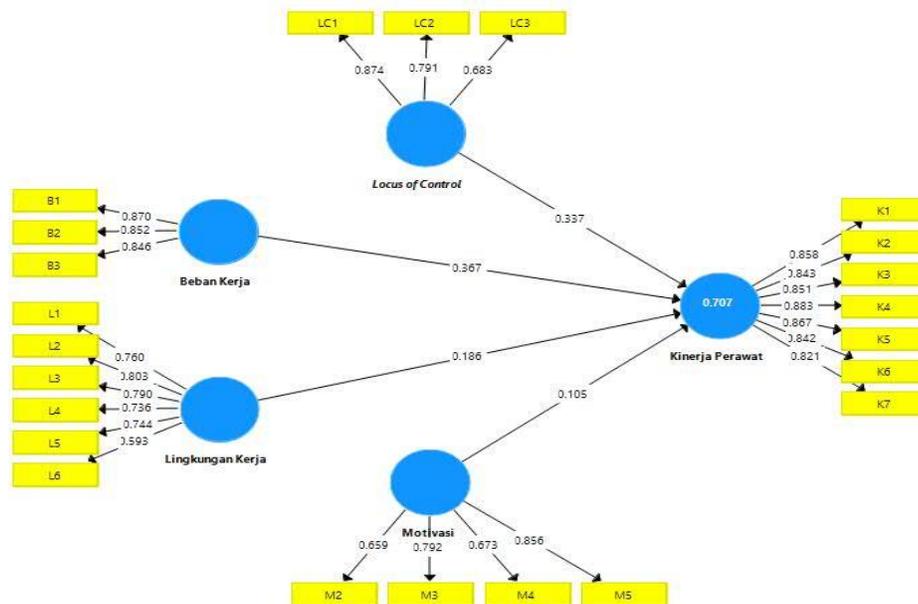

Figure 1. Image Results of the PLS Algorithm Test Research Model

4. Hypothesis Testing

Hypothesis testing can be seen considering the significance levels between constructs, t-statistics, and p-values can help determine whether a hypothesis can be accepted or rejected. The software SmartPLS 3.2.9 was used to test the hypotheses in this study. The outcomes of bootstrapping show these values. In this investigation, t-statistics >1.96 and a significance level of p-values 0.05 were the general guidelines.

The hypothesis testing value of this study can be shown as shown in Figure 1 and Table 4 as follows:

Table 4 Results of Acceptance/ Rejection of the Direct Influence Hypothesis

Hipotesis	Original Sample (O)	Sample mean	Standard Deviation (STDEV)	T/Statistics (O/STDEV)	P-Values	criterion
Locus of Control -> Nurse Performance	0,337	0,338	0,079	4,287	**0,000**	**Accepted**

Workload -> Nurse Performance	0,367	0,351	0,074	4,939	**0,000**	Rejected
Work Environment -> Nurse Performance	0,186	0,183	0,070	2,657	**0,008**	**Accepted**
Motivation -> Nurse Performance	0,105	0,112	0,063	1,669	**0,096**	Rejected

Discussion

The test results with bootstrapping from the PLS analysis are as follows:
1. Hypothesis 1 (The Effect of Locus of Control on Nurse Performance)
      The test results of the influence of the locus of control variable on the performance of nurses the original sample value showed a positive value of 0.337 and the result of a t-statistical value of 4.287 with a p-value of 0.000 so that the first hypothesis that reads locus of control had a significant positive effect on the nurse's performance was **accepted.**

      From the descriptive analysis, the locus of control variable has an average value of 4.508 which is in the category of "agree". This means that the locus of control is related to the performance of nurses at dr R.Goeteng Tanoedibrata Hospital Purbalingga. In working because nurses always work hard to serve patients, do their work earnestly, have high self-confidence in the ability they have in nursing care, and have high professionalism towards the work they do. According to [25] a high locus of control in nurses has a positive impact on the quality of the nurse's work, especially in maintaining the emotionality of a nurse in carrying out her professional duties. The results of the hypothesis test showed that the locus of control had a significant positive effect on nurse performance. The results of this study are supported by previous research conducted by [10], [11], [9] and [26]. On the basis of prior studies, it may be deduced that an effective locus of control will benefit employees by enhancing performance.
2. Hypothesis 2 (The Effect of Workload on Nurse Performance)
      The second hypothesis, which reads that workload has a significant negative effect on nurse performance, is **rejected** because the test results for the effect of workload variables on nurse performance original sample values showed a positive value of 0.367 and a t-statistical value result of 4,939 with a p-value of 0.000.

      The workload variable has an average value of 4,354 according to the descriptive analysis, which falls under the "agree" group. This indicates that the workload at Dr. R. Goeteng Tanoedibrata Hospital Purbalingga is correlated with the performance of the nurses. Because the nurse is already capable of performing the work at the required level, the high workload does not bother her and may even enhance her performance. Nurses are capable of completing tasks within the allotted time frame and in accordance with their. The results of hypothesis testing, meanwhile, demonstrate that workload significantly improves nursing performance. The findings of this study are consistent with earlier investigations by [27], [28], [29], [30], and [18]. However, this research is in contrast to that of [12], [14], [32], and [33], which shown that workload had a detrimental and significant impact on employee performance. The findings showed that even while the nurses at dr. R. Goeteng Tanoedibrata Hospital Purbalingga put in a lot of work every day, it doesn't effect how well they perform since they don't feel pressured by it. This indicates that the workload of nurses is consistent with their skills and that the number of nurses is comparable to the number of patients.
3. Hypothesis 3 (The Effect of the Work Environment on Nurse Performance)
      The third hypothesis, which states that the work environment has a significant positive effect on nurse performance, is **accepted** as a result of the test results for the influence of work environment variables on nurse performance showing a positive value of 0.186 and the result of a t-statistical value of 2.748 with a p-value of 0.006.

      The work environment variable's average value, 4,173, falls into the "agree" group according to the descriptive analysis. This shows that the work environment can affect the nurses of dr R.Goeteng Tanoedibrata Hospital Purbalingga in carrying out their duties. This also strengthens the opinion of [34], in particular, the workplace provides a setting where a variety of groups can come together and use a variety of support services to accomplish organizational objectives in line with the company's vision and mission. Nurses can do tasks optimally, healthily, safely, and comfortably in a healthy working environment. In the long run, the suitability of the workplace can be considered as a result; a bad workplace might result in ineffective labor and use of time. It is demonstrated by hypothesis testing results that the work environment significantly improves nurse performance.This research is in

line with the research of [35], [36], [17], [18], which states that the work environment has a positive and significant effect on employee performance.

4. Hypothesis 4 (The Effect of Motivation on Nurse Performance)

The fourth hypothesis, which states that motivation has a positive effect on nurses' performance, is **rejected** because the test results for the influence of motivation variables on nurses' performance show a positive value of 0.105 and the results of a t-statistical value of 1.669 with a p-value of 0.096.

The motivation variable has an average value of 3,918 according to the descriptive analysis, which falls into the "neutral" group. This indicates that nurses at dr R. Goeteng Tanoedibrata Hospital Purbalingga perform as expected regardless of their level of motivation. In order to improve productivity, nurses need to be motivated to provide the best care possible. Nurses who are motivated will give patients the finest care possible to ensure that they are happy with the care they received. In terms of providing motivation about salaries and benefits of dr R.Goeteng Tanoedibrata Hospital Purbalingga as a government-owned hospital has provisions regarding the provision of salaries and benefits to its employees in accordance with regulations in Purbalingga Regency, so that even though they work beyond the target or working hours set, the provision of salaries and benefits is not given an increase in salaries and benefits. Likewise with work security and safety, employees already have bpjs health and bpjs employment as guarantors when they get sick or there is a work accident. About the recognition of hospitals to nurses professionally has not been fully carried out, it is proven that there are still differences in the provision of benefits with other professions.

The outcomes of the hypothesis test demonstrated that the beneficial impact of motivation on nursing performance was negligible. The same claims are made, according to research by [37], [38], [39], and [40], that employee performance is unaffected by motivation. As opposed to several research by [22], [41], [42], and [20], which claimed that employee performance is positively and significantly impacted by motivation. To ensure that the nurses' motivation levels remain high and have a positive influence on the future growth of the hospital, efforts must be made.

Conclusion

1. Locus of control has a significant positive effect on nurse performance.
2. Workload has a significant positive effect on nurse performance.
3. The work environment has a significant positive effect on the performance of nurses.
4. Motivation has an insignificant positive effect on the performance of the nurse.

Suggestion

1. To support the improvement of better nurse performance in the environment of dr. R. Goeteng Tanoedibrata Hospital Purbalingga, it is necessary to increase competence through trainings for nurses in accordance with their competencies, have work experience, expertise, knowledge, skills and educational background that supports the professionalism of nurses so that the work results can be maximized.
2. Calculation of the workload of nurses according to the standards of the nursing profession so that the workload of nurses is in accordance with the established standards. The nurse is not charged with additional work that imposes the main duties of the nurse so that the work is not superfluous.
3. The working environment conditions of employees also need to be improved to be more conducive so as to be able to provide a comfortable working atmosphere and have a positive impact on the development of employee performance.
4. For increased motivation, it can be done by applying it in a reward and punishment system as a form of appreciation for the performance of nurses.

Limitations Of The Researcher

1. The research sample needs to be further expanded by examining the nurses of dr. R. Goeteng Tanoedibrata Hospital Purbalingga in other rooms such as in the Hemodialysis room, IBS, training, IPCN and nurses who work in the managerial department.
2. In this study only used 4 independent variables, namely locus of control, workload, work environment and motivation for which the researcher is then expected to be able to add new variables.

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