An application of nurses' professional self-concept and work productivity in one hospital in Padang, Indonesia

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Abstract. Nurses' professional self-concept at the inpatient rooms of Dr. M. Djamil Hospital, Padang shows results that not yet optimal, as there are still nurses who have an inferior leadership or unfavourable attitudes. This condition can give negative effects on work productivity of nursing associates in the inpatient rooms. The purpose of this research was to determine the relationship between professional self-concept of nurses and the work productivity of nursing associates at Dr. M. Djamil Hospital, Padang in 2018. The research design was analytical descriptive with cross-sectional study approach. The samples were168 nursing associates at the hospital, and the sampling was based on proportional random sampling. Based on the results of this research, the good work productivity of nursing associates was 71%, and the good professional self-concept of nurses was 78%. There was a relationship between nurses’ self-concept professional and work productivity of nursing associates at Dr. M. Djamil Hospital, Padang. The researchers suggest that service institutions should improve nurses’ professional self-concept by managing training activities on managerial and caring.

1. Introduction

Nurses are the largest member of hospital personnel, and they interact directly with patients and at the same time provide services. Therefore, they instantly affect the productivity and improvement of the institution's image and nurse’s satisfaction [1]. Nursing productivity greatly affects the work productivity of nurses nowadays. The productivity of a person may change in the future because of education, training, physical capital intensity, and other factors. One's productivity may also weaken in the future, for example, if one's skills are not updated with the latest knowledge or work less because of poor health.

Some studies on work productivity of nursing associates such as the research by Anggraini obtain results that 50% of assessments have not been completed, 41% of patients' diagnoses have not been in accordance with the data, 66% of planning's have not been relevant to standards of care, 72% of implementations are not in accordance with the planning and 32% of evaluation results have not referred to the purpose z [2]. The results from some researchers above show that the work productivity of nursing associates is still low.

Many factors affect the work productivity of nursing associates, one of them is nurses' professional self-concept. Nursing problems in nurses' professional self-concept are caused by inadequate communication between nurses and the community or patients in the hospital [3]. Takase, Kershaw, and
Burt, nurses need peculiar power to improve their visibility [4]. This is in line with the opinion of Kemmer and Silva who say that nursing professionals evoke nurses' invisibility in public mediation upon themselves [5]. The invisibility of nurses will continue as long as nurses do not feel responsible for their roles images that they have performed and are still performing well in health care, and as long as they do not posture to fixing these images [5].

2. Materials and methods
This research was quantitative research. A descriptive analytic study was used as the method, and chi-square was used to know the relation between the independent and dependent variables. The population in this research was 528 nurses in Dr. M. Djamil Hospital, Padang and the research samples were 168 nursing associates. The sampling technique in this research was proportional random sampling.

As an addition to complete the data, the researchers were going to take a questionnaire about nurses' professional self-concept and work productivity of nursing associates. To measure the work productivity of nursing associates, the researchers used questionnaires which referred to Nahyeri's theory with a total of 11 questions [6]. To measure nurses' professional self-concept, questionnaires that adopted from the NSCQ questionnaire were used with a total of 20 statements [7]. Every statement had positive value of strongly agree = 4, agree = 3, disagree = 2, and strongly disagree = 1. The validity and reliability tests of the questionnaires were done in Regional Public Hospital (RSUD) Dr. Achmad Mochtar Bukittinggi with a total sample of 30 nursing associates.

3. Results
Figure 1 shows frequency distribution results of the work productivity variable. It shows that 71% of work productivity of nursing associates is good and 78% of nurses' professional self-concept is also good.

![Figure 1. Work productivity of nursing associates and nurses' professional self-concept at inpatient rooms of Dr. M. Djamil Hospital, Padang 2018.](image)

| Work Productivity | Professional Self-Concept |
|-------------------|---------------------------|
| Good              | 71%                       |
| Poor              | 29%                       |
| Good              | 78%                       |
| Poor              | 22%                       |

Table 1. The relationship of nurses' professional self-concept with work productivity of nursing associates at inpatient rooms of Dr. M. Djamil Hospital, Padang 2018.
Nurses' professional self-concept of nursing associates

| Nurses' professional self-concept | Work productivity | Total | \( P \) value | OR (CI 95\%)
|----------------------------------|-------------------|-------|---------------|---------------------|
| Poor                             | f     | %    | f     | %    | f  | %    | 0.001          | 3.713 (1.73-7.98)
| Good                             | 29    | 22.1 | 102   | 77.9 | 131 | 100  |               |                     

Table 1 we know that out of 131 respondents who have good nurses' professional self-concept, there are 102 nurses (77.9\%) with good work productivity and 29 nurses (22.1\%) whose work productivity is poor. While of 37 respondents with poor nurses' professional self-concept, 18 (48.6\%) nurses have good work productivity and 19 (51.4\%) others with poor work productivity.

Based on Chi-Square test results, there is a significant relationship between nurses' professional self-concept and work productivity of nursing associates with \( P \)-value = 0.001 (\( p <0.05 \)). With OR value of 3.713, means that nurses with good professional self-concept of nurses have 4-fold more impacts on work productivity of nursing associates.

4. Discussion

4.1. Description of executing nurse work productivity in the inpatient room of Dr. M. Djamil Padang year 2018

The results showed the work productivity of the nurses in the inpatient room of Dr. M. Djamil Padang most are in good category (71\%). The component of work productivity of nurses in the room of M Jamil Padang's most productive inpatient is in terms of work efficiency (63.7\%). While labor productivity in direct care to the patient instead of the lowest productivity components (46, 4\%). The condition of the nurse's work productivity in the inpatient room illustrates the performance of nurses who are still in trouble and not in line with the goals of nursing services proclaimed by the International Council of Nursing (ICN). ICN targets nursing services to be efficient in terms of financing (cost) and effective in nursing care (care). This still problematic productivity does not only occur in Dr. M Jamil Padang, but several studies show the same problems.

Some research results related to the work productivity of nurses in government-owned hospitals show that the results of work productivity have not been well done by all nurses. Research on Pangemanan, Robot and Hamel at Kandau Hospital showed 73\% of nurses had good productivity [8], while the research of Putri, Destriatania and Mutahar at the Bayangkara Hospital in Palembang showed good work productivity of nurses (50.7\%) [9] and Susanti's research in Cibinong Hospital showed good work productivity of nurses (51\%) with a proportion far below the work productivity of nurses M. Djamil Padang and Kandau Hospital [10].

Based on the results of the research that conducted at the M. Djamil hospital Padang found the highest percentage of nurses that good productivity is at nearly all nurses (83.6\%) ages 21-30 and nearly all (84.4\%) male nurse with a background in education Ners amounted to (77.8\%). The other study results from Rauf et al., said that there is a relationship between the ages of less than 30 years and the level of professional education and the length of work can increase the performance of nurses [11].

This is also in line with Nurningsih's research results say that there is a relationship between length of work, gender and nurse performance, where nurses with female gender and a longer period of work can improve the performance of nurses in the room [12]. In other than that the research results from Rauf et al., said that there is a relationship between the age of less than 30 years and the level of professional education and employment can increase the performance of nurses [11].

From the results of the study in the inpatient room of M. Djamil hospital, there are characteristics of nurses that are contrary to the results of research by Fariba, Nurningsih and Anindita which states that
female nurses have a greater percentage in improving nurse performance. Whereas from the results of the study at M. Djamil Hospital Padang in 2018, researchers found a higher percentage of nurses with good work productivity found in male sex than female nurses. This is because the number of male nurses is not comparable to the number of female nurses in the hospital.

Work productivity is not only used to get as much work as possible, but the quality of work done by the hospital and the individual concerned. The characteristics of nurses in work productivity will affect someone / individual in carrying out their work well. Sedarmayanti productive individuals will describe the potential, perceptions and creativity that always gives their ability to benefit themselves and their environment [13].

The questionnaire analysis in the inpatient ward of Dr. M. Djamil Hospital Padang in 2018 found that most nurses (63.7%) stated that the level of efficiency in the room was good with almost all nurses (98.8%) saying that nurses were always careful in responding to patients, almost all nurses (92.9%) stated that they could cooperate well with the team.

4.2. Description of professional self-concept in the inpatient room of Dr. M. Djamil Padang year 2018

The results of the study in the Inpatient Room of Dr. M. Djamil Padang showed that almost all (78%) nurses stated that the professional self-concept of nurses was good with the highest professional self-concept sub-variable statement contained in knowledge that was 68.5% and the lowest statement was found in leadership, which was 62.4%. Professional self-concept is an assessment of itself which includes physical, psychological, social-emotional, aspiration and achievement characters. The results of research conducted by Cowin which almost all nurses (n = 528) were chosen randomly, experience in work states that nurses have a good professional self-concept [14].

Professional nurses' self-concept is a multidimensional construction that includes differences in individual perceptions of themselves in the context of labor [15]. This is built through self-evaluation of professional knowledge, values and skills in forming a role and interaction with professional teams [16]. In the team of the undertaking or work, co-workers, in various individual characteristics or the characteristics of the different nurse. Each nurse has a different professional self-concept, both the characteristics of nurses in terms of age, gender, education, years of service and employment status.

When viewed from the characteristics of nurses in the inpatient room of Dr. M. Djamil Padang pointed to a good professional self-concept, there were all (100%) nurses who had S1 Nursing education with a working period of 21-30 years and almost all (82%) of nursing nurses aged 20-30 years, (78.7%) of sex women, (81.9%) nurses with permanent employee status stated that nurses' professional self-concept is good. The results of the study show that there is a relationship between age less than 25 years and undergraduate education with a work period of around 3 years has a good self-concept of professional nurses [17]. From the results of working period research at M. Djamil Hospital Padang, there were differences in results with the researcher Arthur, this was due to the proportion of nurses at M. Djamil Hospital Padang with a working period of 21-30 years was not comparable to the number of nurses with a period of less than 21 years.

Nurses who have good characteristics tend to have good self-concept. Felker self-concept is something that is unique and subjective which is influenced by the views, attitudes and ideas of the individual concerned about himself [18]. The concept of positive self will make an optimistic person, full of confidence and always be positive towards everything, as well as the failures he experienced. Failure for him is not seen as the end of everything, but instead is used as a valuable lesson and experience for his future success. A positive self-concept will bring positive self-esteem, so that a person who has a strong motivation to develop his potential in achieving his desires and a positive self-concept will be a source of strength to achieve what he wants [17].

From the results of the questionnaire analysis in the inpatient room of Dr. M. Djamil Padang found a majority of nurses (68.5%) have a good knowledge with nearly all nurses (98.8%) stated that nurses have the ability to creatively solve problems and large of nurses (69.6%) of nurses expressed pride in having skills as a nurse.
4.3. Relationship between nurse professional self-concept with nurse work productivity in the inpatient room of Dr. M. Djamil Padang

The results showed that there was a significant relationship between the professional self-concept of nurses and the work productivity of the nurses in the inpatient room of Dr. M. Djamil Padang value obtained p value = 0.001 (p <0.05).

It can be seen in table 1 out of 131 respondents who have professional self-concept nurses are good, (77.9 %) nurses have a good impact 4 times on the work productivity of the nurse nurses.

The results of research conducted by Hee Kyoung Lee show that Professional nurses ‘ good self-concept will have an effect on nursing performance [19]. In conclusion, increasing self-concept and professional autonomy of nurses will produce increasingly productive nursing performance. Therefore, self-concept and professional autonomy must be developed to improve the productivity of nursing performance.

Based on Hurlock’s theory there are five types of self-concepts, namely: physical self-concept, psychic self-concept, social self-concept and emotional self-concept, self-aspiration concept and self-concept of achievement [20]. Every individual who looks at and evaluates the five types of self-concept positively, eating will influence positive behavior and behavior, and vice versa.

The professional self-concept of nurses relates to how individuals perceive themselves as professionals and in terms of nursing are about what nurses feel about themselves as nurses [17]. Based on the theory from Arthur about professional self-concept, it can be concluded that nurses can view themselves as professional professions and how they feel as nurses [17]. Positive self-concept is when a person is able to respect themselves and see things that can be done for the sake of future success will come. The basis of a positive self-concept is self-acceptance. This is because people who have a positive self-concept are able to know themselves well. Self-acceptance in question includes self-acceptance of positive and negative information about him.

Nurses with professional self-concept is a reflection of emotions and opinions about performance [1]. As a subgroup of self-concept, professional self-concept is a multidimensional construction that encompasses different perceptions that one has in challenging themselves in the context of employment [15]. In particular nurses with high professional self-concept contribute to the nursing profession by increasing self-concept, self-esteem, and self-confidence. On the contrary, nurses with self-professional self-concept that are reduced reduce work productivity [21].

Based on the questionnaire value of the questionnaire analysis, sub-nurses' professional self-concept items that are most related to the work productivity of the nurse performer are in the staff relationship, where the value of p value = 0.015 (p < 0.05) with a value of r 2.418 which means that the relationship staff has a good impact on the work productivity of the nurse 2 times. Based on the results of questionnaires obtained by researchers, almost all nurses (97.6%) stated that nurses felt more comfortable and less emotional with their colleagues, almost all nurses (96.4%) stated that nurses were satisfied with the nursing majors, and most of them nurses (67.3%) stated that they were able to form a good working relationship with their colleagues.

5. Conclusions

Nurses' professional self-concept had a significant relationship with the quality of nursing services at Dr. M. Djamil Hospital, Padang. Thus, a good professional self-concept of nurses would have positive effects on the increase of work productivity of nursing associates.

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