ANALYSIS OF COMPENSATION, COMPETENCE, SELF EFFICACY AND JOB SATISFACTION ON NURSE PERFORMANCE

Raden Gunawan Effendi
RSUD Patut Patuh Patju, Kabupaten Lombok Barat
raden_ge@yahoo.co.id

Received: December, 2020; Accepted: February, 2021; Published: March, 2021

ABSTRACT

The purpose of this study was to examine the effect of compensation, competence and self-efficacy on job satisfaction and its impact on the performance of inpatient nurses in the Patut Patuh Patju Hospital. Collecting data using the census method with a number of respondents 63 nurses. Primary data collection was carried out by distributing questionnaires which were prepared using a Likert scale and then analyzed using the Structural Equation Model (SEM) with the Partial Least Square (PLS) program. The results showed that the compensation variable had a significant effect on job satisfaction and nurse performance. The competency variable has no significant effect on job satisfaction, but has a significant effect on nurse performance. The self-efficacy variable has no significant effect on job satisfaction, but has a significant effect on nurse performance. Job satisfaction variable has a significant effect on nurse performance. The conclusion of this study is that the variables of compensation, competence, self-efficacy, and job satisfaction have a significant effect on the performance of inpatient nurses in the Patut Patuh Patju Hospital Gerung.

Keywords: compensation; competence; job satisfaction; nurse performance; self efficacy

INTRODUCTION

Every organization or company has goals and ways to achieve these goals. Organizational goals vary, depending on the number of parties who have an interest in the presence of the organization. To achieve organizational or company goals, the availability of resources is required. The existence of human resources (HR) in an organization is very important because those who initiate the formation of the organization, make decisions for all functions and also play a role in determining the survival of the organization (Panggabean, 2004).
Compensation and job satisfaction variables will affect performance by 69.5%, the remaining 30.5% is influenced by other factors. Likewise, Sinaga and Wahyanti, (2019) concluded that compensation has a positive and significant effect on employee job satisfaction. Deswarta (2017) shows that competency variables have a significant effect on job satisfaction variables. Fabian (2017) shows that self-efficacy has a positive and insignificant effect on employee job satisfaction. Mulyantono (2007) shows that job satisfaction will affect employee performance (Mulyantono, 2007).

In hospital organizations, human resources are one of the main roles in determining the success of the hospital service organization and this will be determined by the performance of employees which is a determining factor for the final success of the services received by patients. The main task of an employee in accordance with the provisions implied by the organization is to carry out his work in accordance with work standards (Prihadi, 2004).

Another important part of a work life, is self-efficacy because self-efficacy is a belief about the probability that a person can carry out several actions or the future successfully and achieve some results. The definition of self-efficacy according to Ghufron and Rini (2010) is an individual's belief about his or her ability to perform tasks or actions to achieve certain results. Self-efficacy refers to a person's self-belief that he has the ability to perform a behavior (Ghufron and Rini, 2010).

Furthermore, what needs to be considered from a work life is the satisfaction of the job execution of employees. Organizations or companies are expected to make in-depth observations in terms of employee satisfaction which will be useful for efforts to increase production. In relation to company performance, it is said that job satisfaction can affect the emergence of good performance (Wibowo, 2013).

Staff competence, fair, reasonable and adequate compensation and staff self-efficacy are factors that cannot be ignored in a management system in the hospital. This will form a conducive work environment and should receive serious attention from the hospital management, because if a work environment is created that can lead to job satisfaction, it will further improve employee performance.

Based on the results of the evaluation of the performance indicators of improving the quality of the hospital, it was found that the work achieved by human resources in the work units of Patut Patju Hospital was not optimal. It is suspected that this is influenced by several factors, especially those related to human resource management, namely the low compensation received, the lack of optimal competence, and the lack of Self Efficacy in employees. These factors lead to low employee job satisfaction. Based on the description above, this research is important to prove the role of these factors on job satisfaction and employee performance.

Human resource performance is a term that comes from the word job performance or actual performance (actual work performance or achievement someone has achieved). Gomes (1995) put forward the definition of employee performance.
as expressions such as output, efficiency and effectiveness are often associated with productivity. According to Mangkunegara, employee performance (work performance) is the result of work in quality and quantity achieved by employees in carrying out their duties in accordance with the responsibilities assigned to them (Mangkunegara, 2007).

Performance in carrying out its functions does not stand alone but is related to job satisfaction from the level of rewards, skills, abilities and individual characteristics. Therefore, according to the partner-lawyer model, individual performance is basically determined by three things: (1) ability, (2) desire, and (3) environment (Rivai, et al., 2013).

In determining a person's performance, Rivai and Basri (2005) provide 8 dimensions of individual performance, namely: attendance at work, quantity and speed of completing work, accuracy/accuracy, loyalty, initiative, cooperation, leadership, the ability to respect the work of others (Rivai, et al., 2013).

The performance in this study is the level to which employees achieve job requirements, which is measured using 6 indicators, namely: understanding of work, quantity and speed of completing work, accuracy/accuracy, loyalty, initiative, and cooperation.

Compensation is something that employees receive in lieu of contributing their services to the company. Compensation is one of the implementation of management functions that are associated with all types of giving individual awards as an exchange in carrying out organizational tasks (Rivai (2006), Samsudin (2006)). This compensation can be given in the form of money (financial) or in the form of money (non-financial) (Mangkunegara (2005), Umar (2005)).

According to Simamora (2006), the compensation program can be divided into two, namely:

1. Financial compensation, which can be divided into:
   a. Direct financial compensation consists of payments that a person receives in the form of salaries, wages, bonuses and commissions.
   b. Indirect financial compensation, which is also called allowance, includes all financial rewards that are not covered by direct financial compensation.

2. Non-financial compensation, consisting of the satisfaction a person gets from the job itself, or from the psychological and or physical environment in which that person works. In this study what is meant by compensation is financial compensation, which includes direct financial compensation (basic salary, incentives, bonuses) and indirect compensation (replacement holidays, health insurance).

   Competence is generally defined as skills, skills, abilities. The root word itself, which is competent, of course means competent, capable, or skilled. In the context of human resource management, the term competency refers to the attributes / characteristics of a person that makes him successful in his job (Rivai, et al., 2013).
According to Wibowo (2013), "Competence is the ability to carry out or perform a job or task which is based on skills and knowledge and is supported by the work attitude demanded by the job". Competence as a person's ability to produce at a satisfactory level in the workplace. Competence also shows the characteristics of the knowledge and skills possessed or needed by each individual which enables them to carry out their responsibilities effectively and raise the standards of professional quality in their work (Wibowo, 2013).

Hutapea and Nurianna, (2008) in Rebecca (2013), suggest competency standards which include three aspects that are indicators of competence, that is:

a. Knowledge (knowledge), which is related to work, namely knowing and understanding knowledge in their respective fields concerning duties and responsibilities, knowing knowledge related to regulations, procedures and techniques.

b. Skills, the ability to communicate well in writing and orally.

c. Attitude, have the ability to be creative at work, high morale and have the ability to plan.

Self Efficacy is one of the most influential aspects of self-knowledge in everyday human life, because the self-efficacy that is owned also influences individuals in determining the actions that will be taken to achieve a goal including estimates of various events to be faced.

Ghufron and Rini, (2010) say that self-efficacy is basically the result of a cognitive activity process in the form of decisions, beliefs, or awards about the extent to which individuals estimate their ability to carry out certain tasks or actions needed to achieve the desired results. A person with high self-efficacy believes that they are able to do something to change the events around them, while someone with low self-efficacy considers themselves to be basically unable to do everything around them.

According to Ghufron and Rini, (2010) self-efficacy can be grown and studied through four main sources of information, namely: Mastery Experiences, Vicarious Experience, Verbal Persuasion, and Physiological State). Self-efficacy indicators are: Level Dimensions, Strength Dimensions, Generality Dimensions.

The definition of job satisfaction is basically something that is individual. Each individual has a different level of satisfaction according to the value system that applies to him. The higher the assessment of the perceived activity according to the wishes of the individual, the higher the satisfaction with these activities. Thus satisfaction is an evaluation that describes someone's feeling of being happy or unhappy, satisfied or dissatisfied at work (Rivai, 2006).

Robbin (2003) defines that job satisfaction refers to the general attitude of an individual towards his job. A person with a high level of satisfaction shows a positive attitude towards his job; a person who is dissatisfied with his job shows a negative attitude towards the job (Robins, 2003).

Job satisfaction in this study refers to the general attitude of an individual towards his job which is measured by using 7 indicators, namely: work done, supervision carried out, organizational and
management support, provision of opportunities for advancement, satisfaction in receiving salaries and incentives, satisfaction in interacting with colleagues, and satisfaction with the conditions at work at hand.

METHOD

This research is a quantitative study to analyze the effect of compensation, competence, self-efficacy and job satisfaction on the performance of the nurses in the inpatient ward of Patut Patuh Hospital.

The research variables are:

a. Independent Variable (X):
   Compensation (X1), Competence (X2), Self Efficacy (X3)
b. Dependent Variable (Y):
   Performance (Y)
c. Intervening Variable (Z): Job Satisfaction (Z)

The operational definition is needed to facilitate understanding of the meaning of the variables used in this study, that is:

a. Compensation is anything that is received financially by an employee in exchange for a contribution made to the organization which is measured using 3 indicators, namely: basic salary, variable salary and allowances (Mathis, et al., 2006).

b. Competence is an observable person's ability which includes knowledge, skills, and attitudes in completing a job or task according to defined performance which is measured using 3 indicators, namely: knowledge, skills, and attitudes (Rivai, et al., 2013).

c. Self Efficacy is an individual's belief in his or her ability to perform tasks or actions needed to achieve certain things. Which is measured using 3 indicators, namely: level (level), strength (strength) and generalization (generality) according to Bandura (Ghufron and Rini, 2010).

d. Job satisfaction refers to the general attitude of an individual towards his / her job, which is measured using 7 indicators, namely: work done, supervision carried out, organizational and management support, provision of opportunities for advancement, satisfaction in receiving salaries and incentives, satisfaction in interacting with colleagues, and satisfaction with the conditions at work at hand (Rivai, 2006).

e. Performance is the level to which employees achieve job requirements, which is measured using 6 indicators, namely: understanding of work, quantity and speed of completing work, accuracy / accuracy, loyalty, initiative, and cooperation (Mulyantono (2007), Rivai, et al., 2005).

The population in this study were all 63 inpatient nurses at Patut Patju Hospital, and the sample used the census method so that the study sample was 63 people.

Arikunto (2006) states that: "The sample is part of the population". As a reference, if the subject is less than 100, it is better to take all of them so that the research is a population study (Arikunto, 2006).

Analysis of the data in this study using the Structural Equation Model (SEM) with Partial Least Square program (PLS).

RESULTS AND DISCUSSION
Evaluation of the measurement model is a stage to evaluate the validity and reliability of a construct.

**Table 1. Validity Test Results**

| Variabel       | Indikator | Loading Factor | Standard Error | T Statistics |
|----------------|-----------|----------------|----------------|--------------|
| Compensation   | X1.1      | 0.736          | 0.073          | 10.083       |
|                | X1.2      | 0.786          | 0.054          | 14.484       |
|                | X1.3      | 0.859          | 0.035          | 24.587       |
| Competence     | X2.1      | 0.894          | 0.257          | 3.476        |
|                | X2.2      | 0.596          | 0.315          | 1.894        |
| Self Efficacy  | X3.1      | 0.780          | 0.151          | 5.161        |
|                | X3.2      | 0.733          | 0.096          | 7.656        |
|                | X3.3      | 0.907          | 0.055          | 16.509       |
| Job satisfaction| Z1.2     | 0.676          | 0.052          | 12.954       |
|                | Z1.4      | 0.810          | 0.065          | 12.447       |
|                | Z1.5      | 0.854          | 0.030          | 28.557       |
|                | Z1.6      | 0.604          | 0.107          | 5.628        |
|                | Z1.7      | 0.696          | 0.091          | 7.665        |
| Performance    | Y1.4      | 0.872          | 0.070          | 12.423       |
|                | Y1.5      | 0.769          | 0.066          | 11.676       |

**Table 2. Results of Composite Reliability Calculation**

| Variabel       | Composite Reliability |
|----------------|-----------------------|
| Compensation   | 0.852                 |
| Competence     | 0.806                 |
| Self Efficacy  | 0.837                 |
| Job satisfaction| 0.724                |
| Performance    | 0.850                 |

**Table 2. Results of Composite Reliability Calculation**

Based on the table above, it can be seen that the value of composite reliability on the compensation variable, competence, self-efficacy, job satisfaction and performance is greater than 0.7. Thus, based on the calculation of composite reliability, all indicators measuring compensation, competence, self-efficacy, job satisfaction and performance variables are declared reliable.

Goodness of fit Model is used to determine the ability of endogenous variables to explain the diversity of exogenous variables, or in other words to determine the magnitude of the contribution of exogenous variables to endogenous variables. The goodness of fit model in PLS
analysis is carried out using the Q-Square predictive relevance (Q2).

The results of the Goodness of fit Model are summarized in the following table:

Table 3. Goodness of fit Model

| Variabel       | R Square |
|----------------|----------|
| Job satisfaction| 0.157    |
| Performance     | 0.224    |

\[
Q^2 = 1 - [(1 - R_1)(1 - R_2)]
\]

\[
Q^2 = 1 - [(1 - 0.157)(1 - 0.224)] = 0.346
\]

Source: 2020 research data, processed.

The r-square of the job satisfaction variable is valued at 0.157 or 15.7%. This can indicate that the diversity of job satisfaction variables can be explained by compensation, competence, and self-efficacy of 15.7%, or in other words the contribution of compensation, competence, and self-efficacy variables to job satisfaction is 15.7%, while the remaining 84.3% is a contribution of other variables not discussed in this study.

The R-square of the performance variable is 0.224 or 22.4%. This can indicate that the diversity of performance variables can be explained by compensation, competence, self-efficacy, and job satisfaction by 22.4%, or in other words the contribution of compensation, competence, self-efficacy, and job satisfaction variables to performance is 22.4%, while the rest is 77.6%. 77.6% is the contribution of other variables that are not discussed in this study.

Q-Square predictive relevance (Q2) is worth 0.346 or 34.6%. This can indicate that the diversity of performance variables can be explained by the overall model of 34.6%, or in other words the contribution of compensation, competence, self-efficacy, and job satisfaction to overall performance is 34.6%, while the remaining 65.4% is the contribution of other variables, which was not discussed in this study.

Hypothesis testing is used to test the effect of exogenous variables on endogenous variables. The test criterion states that if the value of T-statistics \( \geq T \)-table (1.96), it is stated that there is a significant effect of exogenous variables on endogenous variables. The results of the significance test can be seen in the following table:

Table 4. Significance Test Results

| Eksogen       | Endogen     | Path Coefficient | Standard Error | T Statistics |
|---------------|-------------|------------------|----------------|--------------|
| Compensation  | Job satisfaction | 0.430            | 0.077          | 5.606        |
| Compensation  | Performance  | -0.233           | 0.099          | 2.358        |
| Compensation  | Job satisfaction | -0.133           | 0.098          | 1.352        |
| Competence    | Performance  | 0.214            | 0.078          | 2.755        |
| Self Efficacy | Job satisfaction | -0.130           | 0.126          | 1.034        |
| Self Efficacy | Performance  | 0.468            | 0.077          | 6.036        |
| Job satisfaction | Performance  | 0.208            | 0.081          | 2.569        |

Source: 2020 research data, processed.

H\(_1\): The effect of compensation on job satisfaction. In the test results listed in the table above, it can be seen that the value of T statistics is 5.606, so the value of T statistics > 1.96. This shows that there is a significant effect of compensation on job satisfaction. This can be influenced by the salary, incentives, bonuses, replacement holidays, health insurance that employees get for their hard work.

H\(_2\): Effect of compensation on
performance. In the test results listed in the table above, it can be seen that the value of T statistics is 2.358, so the value of T statistics > 1.96. This shows that there is a significant effect of compensation on performance. This can be influenced by the salary, incentives, bonuses, replacement holidays, health insurance that employees get for their hard work. All of these things will make employees improve their performance.

H3: Effect of competence on job satisfaction. In the test results listed in the table above, it can be seen that the value of T statistics is 1.352, then the value of T statistics < 1.96. This shows that there is an insignificant effect of competence on job satisfaction. This can be influenced by the attitude response that arises due to the mismatch of employee expectations.

H4: Effect of competence on performance. In the test results listed in the table above, it can be seen that the value of T statistics is 2.755, so the value of T statistics > 1.96. This shows that there is a significant effect of competence on performance. This can be influenced by knowledge, attitudes, and skills at work.

H5: The effect of self-efficacy on job satisfaction. In the test results listed in the table above, it can be seen that the value of T statistics is 1.034., then the value of T statistics < 1.96. This shows that there is an insignificant effect of self-efficacy on job satisfaction. This can be influenced by self-confidence arising from the mismatch of employee expectations.

H6: The effect of self-efficacy on performance. In the test results listed in the table above, it can be seen that the value of T statistics is 6.036, then the value of T statistics > 1.96. This shows that there is a significant effect of self-efficacy on performance. This can be influenced by self-confidence in their work.

H7: Effect of job satisfaction on performance. In the test results listed in the table above, it can be seen that the value of T statistics is 2.569, then the value of T statistics > 1.96. This shows that there is a significant effect of job satisfaction on performance. This can be influenced by the support of compensation, competence and self-efficacy.

**CONCLUSION**

This study aims to analyze the effect of compensation, competence, self-efficacy, and job satisfaction on the performance of the nurses in the inpatient ward of Patut Patuh Hospital. To analyze these variables, this study uses Partial Least Square (PLS). Compensation variable has a significant effect on nurse job satisfaction. Compensation variables, competence, self-efficacy, and job satisfaction have a significant effect on nurse performance. Competency and self-efficacy variables have no significant effect on job satisfaction of nurses. The variable that has the largest total coefficient on job satisfaction is compensation. Thus compensation is the variable that has the most influence or has the most dominant influence on job satisfaction. The variable that has the largest total coefficient on performance is self-efficacy, thus self-efficacy is the variable that has the most influence or has the most dominant influence on performance.

The benefit of this research is that in an organization, human resource management to make more and optimal performance, the factors
that play a role in this case compensation, competence, self-efficacy and job satisfaction and other factors that have not been studied should be managed optimally

REFERENCES

Arikunto, S. (2006). *Prosedur Penelitian. Suatu Pendekatan Praktik*. Jakarta: PT. Rineka Cipta.

Deswarta, (2017). *Pengaruh Kompetensi dan Motivasi terhadap Kepuasan Kerja dan Kinerja Dosen Fakultas Tarbiyah dan Keguruan UIN Sultan Syarif Kasim Riau*. Jurnal Valuta Vol. 3, No. 1 pp. 19-39

Fabian, D. (2017). *Pengaruh Self Efficacy dan Motivasi terhadap Kepuasan Kerja Karyawan Pada PT. PP. London Sumatera Indonesia Tbk*. Skripsi Universitas Sumatera Utara, Medan.

Ghufron, M.N., & Rini, R.S. (2010). *Teori-teori Psikologi*. Ar Ruz Media : Yogjakarta.

Gomes, Faustino Cardoso. 1995. *Manajemen Sumber Daya Manusia*. Yogyakarta: Andi Offset.

Hadiyatno, D. (2012). *Pengaruh Kompetensi, Kompensasi dan Kepuasan Kerja terhadap Kinerja Karyawan pada PT Citomas Adisatwa Balikpapan*. Universitas Balikpapan, Balikpapan.

Hutapea, Parulian, & Nurianna Thoha, 2008, *Kompetensi Plus : Teori, Desain, Kasus dan Penerapan untuk HR dan Organisasi yang Dinamis*. Jakarta: Gramedia Pustaka Utama.

Mangkunegara, A.P. (2005). *Manajemen Sumber Daya Manusia Perusahaan*. Bandung: PT. Remaja Rosdakarya Offset.

Mangkunegara, A.P. (2007). *Evaluasi Kinerja SDM*. Bandung: PT. Refika Aditama.

Mathis, R.L. & Jackson, J.H. (2006). *Manajemen Sumber Daya Manusia*. Edisi ke 10. Jakarta: Salemba Empat.

Mulyantono, A. (2007). *Pengaruh Kompensasi dan Pengembangan Karir Terhadap Kepuasan Kerja Serta Implikasinya Terhadap Kinerja Karyawan PT Thames PAM Jaya (TPJ)*. Tesis Pascasarjana Sekolah Tinggi Ilmu Ekonomi Pasundan, Bandung.

Panggabean, M.S. (2004). *Manajemen Sumber Daya Manusia*. Bogor: Ghalia Indonesia.

Prihadi, S. (2004). *Kinerja, Aspek Pengukuran*. Jakarta: Gramedia.

Rebecca, M.C. (2013). *Pengaruh Kompetensi SDM Terhadap Kualitas Pelayanan Publik Di Rumah Sakit Unum Daerah Ade Mohammad Djoen Sintang*. Governance, Prodi Ilmu Pemerintahan FISIP UNTAN.

Rivai, V. & Basri, A.F.M. (2005). *Performance Appraisal. Sistem yang tepat untuk menilai kinerja karyawan dan meningkatkan daya saing perusahaan*. Jakarta: PT. Rajagrafindo Persada.

Rivai, V. & Sagala, E.J. (2013).*Manajemen Sumber Daya*
Manusia untuk Perusahaan.  
Dari Teori ke Praktek.  
Jakarta: PT. Rajagrafindo Persada

Rivai, V. (2006). *Manajemen Sumber Daya Manusia untuk Perusahaan. Dari Teori ke Praktek.* Jakarta: PT. Rajagrafindo Persada

Robbins, S.P. (2003). *Organizational Behaviour.* Prentice Hall International, Inc.

Samsudin, S. (2006). *Manajemen Sumber Daya Manusia.* Bandung: Pustaka Setia

Simamora, H. (2006). *Manajemen Sumber Daya Manusia Edisi III.* Yogyakarta: Aditya Media

Sinaga, H.H.U. & Wahyanti, C.T. (2019). *Pengaruh Pengembangan Karir dan Kompensasi terhadap Kepuasan Kerja Karyawan PT PLN (Persero) UID Jateng dan D.I. Yogyakarta.* Jurnal Ilmu Sosial dan Humaniora Vol. 8, No. 2 pp. 184-197

Umar, H. (2005). *Riset Sumber Daya Manusia Dalam Organisasi.* Jakarta: PT. SUN

Wibowo. (2013). *Manajemen Kinerja.* Jakarta: PT. Raja Grafindo Persada.