

Self Esteem Moderation on Job Satisfaction and Nurse Performance

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Abstract--- Hospital is an integral part of the health service system with various types of services, successful of service and human resource satisfaction. The purpose of this study was to analyze the effect of self esteem as a moderating relationship of job satisfaction on nurse performance. This research is an explanatory survey research with cross sectional approach to nurses in the field of human resources. The research approach is quantitative with the unit of research analysis is the nurse of the mother and child hospital. The sample size of the study were 295 respondents, with a sampling technique using proportional random sampling and the Slovin formula. Data analysis techniques using the Structural Equation Model with PLS Warp analysis tools. The APC, ARS and AARS value were 0.236, 0.244 and 0.337 with a significance <0.001 which means the model was fit. Thus it can be interpreted that the model was good to explain the phenomenon under study. Ideally the recommended value for both measures should be ≤ 3.3 . The AVIF value on the model was 1.305 and the AFVIF value was 1.545, it means there was no collinierity problem in the research model. Hypothesis testing in this study was showed the Self Esteem has no significant to moderate nursing satisfaction on nursing performance. The effect of Self Esteem moderation on nurse satisfaction and performance was negative.

Keywords--- Job satisfaction, nurse performance, self esteem

I. INTRODUCTION

Hospitals are an integral part of the health care system with various types of services [1]. Hospital management not only covers material things such as money, buildings or infrastructure, but human resources are also important [2]. Mother and Child Hospital (RSIA) is a hospital specifically intended for mothers and children with several kinds of services, with human resources such as medical, medical and other health workers, one of the most important human resources in the hospital is nursing services [3]. Not being able to meet the needs of nurses resources causes nurse dissatisfaction, thereby reducing nurse performance and influencing service quality.

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Nurse performance has not yet reached the Hospital and Government targets, based on a preliminary study found competencies, discipline levels and performance results showed low results and still below the standard (less than 80%). The low performance of nurses makes nursing services still quite sufficient and not satisfying the community [4]. This condition also affects the delivery of nursing services to mothers and children in RSIA.

Maternal Mortality Rate in East Java tends to increase throughout the years 2015 to 2017. Target Maternal Mortality Rate (MMR) of 305 per 100,000 live births. In 2016, the MMR of East Java Province reached 91.00 per 100,000 live births. This figure has increased compared to 2015 which reached 89.6 per 100,000 live births. The situation of Infant Mortality Rate (IMR) and Neonatal Mortality Rate (IMR) obtained from routine reports is relatively small. However, when calculated the absolute mortality rate is still high, as many as 4,722 babies die annually and as many as 5,196 toddlers die annually. In one day, as many as 13 babies died and 14 infants died [5].

Performance is the appearance of a person's work both in quantity and quality and depends on a combination of ability, effort and opportunity obtained. One of the intermediary factors that influence job satisfaction on individual performance is self esteem and self efficacy [6]. Researchers prove that self esteem can positively moderate the relationship of job satisfaction with individual performance. Contradicting one study provides empirical evidence that job satisfaction does not have a significant relationship with individual performance improvement. Self esteem and self efficacy can mediate the relationship between job satisfaction and individual performance and the existence of a negative relationship between job satisfaction with self esteem and the existence of a negative relationship between self esteem and individual performance [7], [8]. However, other researchers revealed different results. Therefore conflicting results still require further research to examine the relationship between job satisfaction and individual performance [9].

From some of the studies previously described, there are still gaps in the results of research with the use of self esteem variables as intermediaries for the effect of job satisfaction and nurse performance. Therefore, the purpose of this study was to analyze the effect of self esteem as a moderating relationship of job satisfaction on nurse performance.

II. DATA COLLECTION

This research was an explanatory study with cross sectional approach with the aim of explaining the influence of variables through hypothesis testing. The study was conducted at RSIA in East Java with the hospital type was C. Data collection was conducted in May-September 2019 by conducting observations, filling out questionnaires and interviews. The study was conducted at 224 hospitals with a total sample of 295 respondents determined by proportional random sampling technique. The provisions also correspond to the number of samples was the number of indicators plus the number of variables multiplied by 10. In this study the number of indicators = 20, and the number of variables = 5. So that the minimum number of samples can be determined, ie $25 \times 10 = 250$. Primary data used in the study were Self Esteem, Job Satisfaction and Nurse Performance. Data obtained through questionnaires and interviews. The questionnaire was developed by researchers based on theoretical concepts and previous research.

Nurse job satisfaction questionnaire, the concept was adopted from Howell and Dipboye (2001), Nurse Performance Variable was adopted from Mathis and Jackson (2002) and Nurse Self Esteem Variable was adopted from Wells and Marwell (1976), then the instrument was tested for validity and reliability. Hypothesis testing was done by Structural Equation Model (SEM), using the Warp Partial Least Square (Warp PLS) software. Warp PLS was a structural equation model based on or based on components or variances.

III. DATA ANALYSIS

Table 1. Demographic Characteristic of Respondents

Respondent Characteristics	N	%
Age		
≤ 30 years	34	11.5
31 – 40 years	166	56.3
41 – 50 years	92	31.2
≥ 51 years	3	1.0
Gender		
Male	41	13.9
Female	254	86.1
Educational Background		
Diploma	138	46.7
Bachelor	157	53.3
Work Experience		
< 1 years	4	1.4
1 - 2 years	49	16.6
3 - 5 years	124	42.0
> 5 years	118	40.0

The mostly aged of the respondents in the range of 31-40 years (116/295, 56.3%), with gender was dominated by female (254/295, 86.1%). The education level majority were graduates from bachelor of nursing (157/295, 53.3%) and the length of work experience was 3 – 5 years (124/295, 42.0%) (Table 1).

Table 2. Indicator Frequency Distribution of Variable Self Esteem (X3)

Indicator	Item	Respondent answer (%)					Mean Item	Mean Indicator
		1	2	3	4	5		
self-acceptance	X3.1.1	0,3	8,1	27,8	24,2	21,4	3,76	3.76
self-respect	X3.2.1	0,0	9,2	32,9	40,3	17,6	3,66	3.66
self-confidence	X3.3.1	0,3	6,8	22,0	43,7	27,1	3,90	3.90
Total Mean Presentase		2.0	8.3	27.5	36.0	22.0		
Total Mean Variabel (X3)								3.77

The largest value forming the Self Esteem variable was self-confidence with a mean score of 3.90, it illustrates that nursing being proud of their self. The next largest indicator of Self Esteem were the indicator of self-acceptance with a mean value of 3.76 and self-respect with a mean value of 3.66 (Table 2).

Table 3. Indicator Frequency Distribution of Variable Nursing Satisfaction (Z1)

Indicator	Item	Respondent answer (%)					Mean Item	Mean Indicator
		1	2	3	4	5		
Satisfaction of income (Z1)	Z1.1.1	1.3	4.5	18.8	56.5	18.8	3.87	3.85
	Z1.1.2.	0.8	7.5	17.1	57.3	17.3	3.83	
Satisfaction of leader (Z2)	Z2.1.1	6.3	14.6	21.4	35.2	22.6	3.53	3.83
Satisfaction of team work (Z3)	Z3.1.1	0.5	9.0	22.9	47.5	20.1	3.78	3.85
Satisfaction of job (Z4)	Z4.1.1	0.0	2.5	25.9	53.5	18.1	3.87	3.88
	Z4.1.2.	0.0	4.5	16.6	53.8	25.1	3.99	
Total Mean Prosentase		0.4	5.7	21.4	51.0	21.5		
Total Mean Variabel (Y)								3.85

The perception of achieving nurse satisfaction in job (mean value of 3.88) was highest than other indicators of nurse satisfaction. This data illustrates that the nurse enjoying the additional tasks assigned by management. Nurse satisfaction in indicator of satisfaction with income was as same as with satisfaction of team work with a mean value of 3.85, and nurse satisfaction with the leader was lowest with a mean value of 3.83 (Table 3).

Table 4. Indicator Frequency Distribution of Variable Nursing Performance (Z1)

Indicator	Item	Respondent answer (%)					Mean Item	Mean Indicator
		1	2	3	4	5		
Health services quality (Y1)	Y1	-	4.4	16.3	55.9	23.4	3.98	3.98
On time services (Y2)	Y2	0.7	4.7	19.7	57.3	17.6	3.86	3.86
Quantity of health services results (Y3)	Y3	-	6.4	16.6	53.9	23.1	3.93	3.93
Total Mean Prosentase		0.7	5.1	17.5	55.7	21.3		
Total Mean Variabel (Y)								3.92

Quality indicators of health service (mean value of 3.98) was higher than the achievement indicators of other nurse performance variables. This data illustrates that the performance of the last nurse was more successful in terms of always completing work in a professional manner in accordance with the applicable procedur. The quantity of service results with a mean value of 3.93 and ontime of service assistance with a mean value of 3.86 (Table 4).

Table 5. Fit Measurement Model

Variable	Loding		
	Estimate	SE	Sign.
Nursing Satisfaction (Z)	AVE =0.579, AVE,s = 0.761, Alpha = 0.741		
Satisfaction of income	0.736	0.075	<0.001
Satisfaction of leader	0.897	0.074	<0.001
Satisfaction of team work	0.854	0.084	<0.001
Satisfaction of job	0.717	0.070	<0.001
Nursing Performance (Y)	AVE =0.571, AVE,s = 0.756, Alpha = 0.614		
Health services quality	0.822	0.045	<0.001
On time services	0.837	0.048	<0.001
Quantity of health services results	0.582	0.057	<0.001
Self Esteem	AVE =0.632, AVE,s = 0.795, Alpha = 0.705		
self-acceptance	0.875	0.045	<0.001
self-respect	0.764	0.048	<0.001
self-confidence	0.739	0.057	<0.001

Nursing satisfaction variable had four indicators with a loading value estimate = 0.736, standard error 0.075 and a significance value <0.001. It shows that satisfaction with income, satisfaction with leader, satisfaction with colleagues, and satisfaction with work in general have shown good results. The nursing performance also had a significance value of <0.001, with a loading value estimate was 0.756 and standar error was 0.045. The quality of the work of medical services, the timeliness of service assistance, and the quantity of service results, performed by nurses have shown good results. Self Esteem had a loading value estimate = 0.875 with a standard error (SE) of 0.045 and a significance value <0.001. Thus these three indicators, are good indicators that can form the Self Esteem variable, as shown in WarpPLS output (Table 5).

Table 5. Fit Structural Model

Model Fit	Indeks	
Average path coefficient (APC)	0,236	p-value < 0,001
Average R-squared (ARS)	0,344	p-value < 0,001
Average adjusted R-squared (AARS)	0.337	p-value < 0,001
Average block VIF (AVIF)	1,305	ideally $\leq 3,3$
Average full collinearity VIF (AFVIF)	1,545	ideally $\leq 3,3$
Tenenhaus GoF (GoF)=0.355	0,435	large $\geq 0,36$
Sympson's paradox ratio (SPR)	1,000	ideally = 1
R-squared contribution ratio (RSCR)	1,000	ideally = 1
Statistical suppression ratio (SSR)	1,000	ideally = 1
Nonlinear bivariate causality direction ratio (NLBCDR)	1,000	acceptable if ≥ 0.7

The APC, ARS and AARS value were 0.236, 0.244 and 0.337 with a significance <0.001 which means the model was fit. Thus it can be interpreted that the model was good to explain the phenomenon under study. Ideally the recommended value for both measures should be ≤ 3.3 . The AVIF value on the model was 1.305 and the AFVIF value was 1.545, it means there was no collinierity problem in the research model. The conclusion from the measurement of this variable showed that responsibility as a paramedic, achievement as a paramedic, like as a paramedic, and opportunities for development by nurses have shown good results.

Hypothesis Test

Hypothesis testing in this study was carried out in two stages, the first stage was carried out without including the Self Esteem Variable and the second stage model test included the Self Esteem variable as a moderating effect of satisfaction on nurse performance. Based on the results of the Model test after entering the Self Esteem, there was no significant change in the path coefficient of direct influence between the tested variables. However, it seems clear that the effect of Self Esteem moderation on nurse satisfaction and performance was negative (Figure 1).

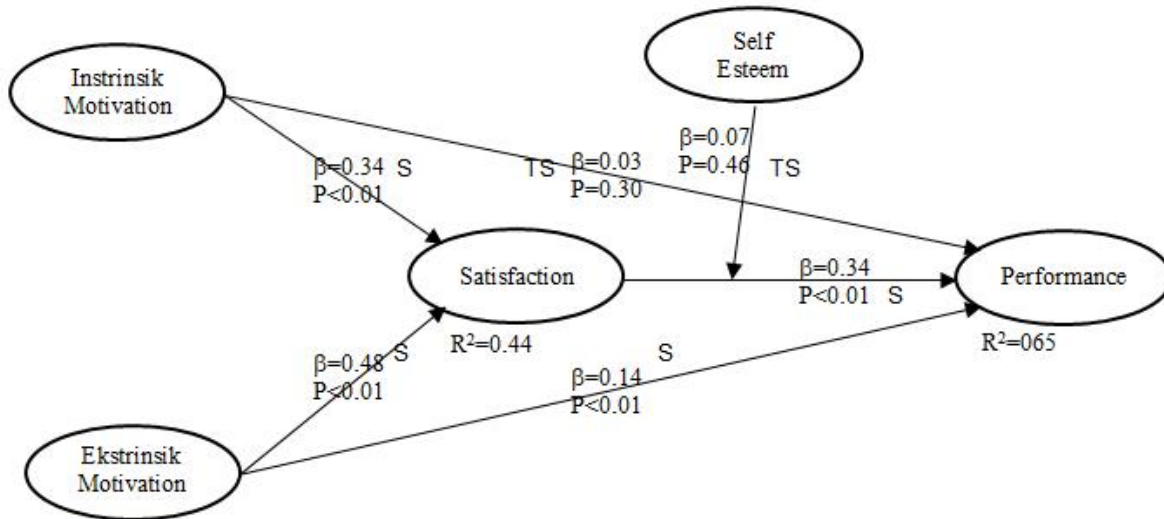


Figure 1. Hypothesis Test for Model

V. STUDY RESULTS, SUMMARY AND CONTRIBUTION

Job satisfaction positively and significantly can improve the performance of nurses at maternal and child hospital. The results of this study actually reinforce with job satisfaction as pleasure or positive emotions generated by work measurement or work experience [8], [10]. Job satisfaction is the result of workers' perceptions about how well work provides everything that is considered important. These aspects of job satisfaction include feeling workers towards various dimensions of work and the work environment. From the descriptive analysis that has been presented that the nurse's job satisfaction is going well, but not yet maximal [11], [12]. This information shows that there are still opportunities to improve the performance of nurses by making more effective the job satisfaction of nurses at maternal and child hospital.

The results of this study also reinforce the statement that job satisfaction is a person's attitude toward their work that attitude comes from their perceptions about their work. The results of this study indicate that job satisfaction triggers the performance of nurses where with job satisfaction in the form, leaders always give encouragement and attention to all nurses in carrying out tasks, satisfied because coworkers give encouragement to do better, and the hospital mother and The child provides intensive support to every nursing action undertaken [13], [14]. All the satisfaction experienced by these nurses will result in an increase in nurse performance. The results of this study are in line with the result findings who find the effect of job satisfaction on performance [15].

This study explores the relationship of Self Esteem as a moderation of the influence of Job Satisfaction on Nurse Performance. Self esteem is the values of ability and behavior as respect for oneself. Nurses who are motivated to become medical workers are less proud of themselves as a nurse, which is a strength, should be valued and developed [16], [17]. This is consistent with the tests that have been conducted on the sixth hypothesis showing that Self Esteem cannot moderate the effect of job satisfaction on nurse performance [18]. The results of this evidence

give meaning that Self Esteem is not able to moderate the relationship of job satisfaction with the performance of nurses in maternal and child hospital.

Insignificance of Self Esteem as a moderator in the relationship of job satisfaction to the performance of nurses in this study, this explains that the nurses' esteem at maternal and child hospitals today still needs to be increased. With no significant effect of Self Esteem as job satisfaction moderation on nurse performance, it can be said that Self Esteem is a moderating predictor of nurse satisfaction variables on nurse performance, meaning Self Esteem only acts as a predictor variable in relationships that are formed and does not moderate nurse satisfaction variables on nurse performance. The limitations contained in the research was this study tries to explore and include the Self Esteem variable to moderate the variables of job satisfaction and nurse performance. However, it does not have a significant effect, so further research is needed to identify what factors might have a significant effect in moderating the relationship of job satisfaction with nurse performance.

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