

# The Implementation Discipline and Work Productivity of Non Military Nurses

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**Keywords:** Discipline Work, Work Productivity.

**Abstract:** The contribution of nursing service to the quality of health service depended upon nursing management, and one of the indicator of excellence in nursing is how much the productivity of the staff nurse in providing a good care to client and family. To achieve the optimal productivity growth needs some supporting factor includes conducive work, climate work, good work ethos and high discipline. This research aims at identifying the relationship between discipline with work productivity of non military nurses at dr. Ramelan Surabaya hospital. The design was a descriptive correlation. The number of sample was 170 of 302 total population, obtained through a systematic random sampling technique. Using the level of significance ( $\alpha=0,05$ ). The result shows a relationship between work productivity and discipline ( $p=0,028$ ), compliance to the schedule ( $p=0,014$ ), local policy ( $p=0,00$ ), standard ( $p=0,024$ ) and direct superior ( $p=0,014$ ). The multivariate analysis showed that age (0,000) represents most related to work productivity. The conclusion is directed to the director and nursing manager that performance of nursing care, work discipline standards and team building development, fair reward system for high work performance and penalty for low work performance need to be developed further.

## 1 BACKGROUND

Health care in the last decade is facing changes in various aspects of order and service resources as the impact of globalization that generates changes in all aspects of life. Where the positive impact has made the patient as someone who is educated because of the amount of information obtained about various things including health. The Condition then grow the patient's awareness of the right to choose quality services because they have high purchasing power.

professions are required to adapt to improve the quality based on the needs of the community, including nursing services in the hospital. The nursing profession is the spearhead of health services in hospitals that have a great influence on improving the quality of health services as a whole, since nurses as health workers for 24 hours interact with clients. Nurses are also the most human resources in the hospital which is about 40-60%.

The contribution of nursing service to the quality of health services depends on the management of nursing, and one measure of the success of good nursing service is how much the productivity of the nurses in providing good nursing care to clients and

their family (Gibson J.L, 1997). Productivity in the organization of nursing is realized through the provision of nursing care that guaranteed quality and quantity based on predetermined standards and its effectiveness and efficiency (Swansburg, 1999).

Productivity is the goal of every type of organization, including nursing services, with high work productivity of nurses, the service in hospitals will be better and the quality of health services can be improved. The improvement of work productivity is aimed to increase profits in the nursing organization including to improve the nurse's progress as well as to improve client's satisfaction as the recipient of nursing services.

Several factors known to affect work productivity include work climate, work ethic and work discipline. Discipline is the most important operative function of human resource management because the better the job discipline will be the higher the achievement of work that can be achieved (Hasibuan, 1999). The nurse's work discipline in a unit or nursing ward is different. There are nurses who are diligent and diligent in working so it is very productive and have a high ability in completing the duties and responsibilities in providing nursing care.

Conversely there are also nurses who are lazy and lack a good work ethic that productivity is low.

The Results study in the field showed that the level of discipline of nursing staff in implementing nursing care in the hospital has been not optimal, also found the work discipline of nurses in Rumah Sakit Islam Samarinda have a high discipline of 49.5% and low of 50.5% work discipline is still not good. This is reinforced by research of (Sukanto E, 2005), also found the discipline of nurses working in Rumah Sakit Islam Samarinda have a high discipline of 49.5% and low 50.5%.

According to some head of room information, the behavior of non military nurses in complying with the rules and regulations of the room is also lacking. It is seen there are still some non military nurses who arrived late to the room after morning ceremonial. On the otherside, there are found some non-military nurses who should be replaced by others. The work discipline shown by some non-military nurses has no organizational expectations and should be alerted by the special management of the care sector in order not to spread to other nurses.

## 2 METHODS

The method used in this research is descriptive correlative method, where will be studied the influence or relationship between variables (Arikunto, 2002). To find an analysis of the relationship between work discipline with work productivity of nurse implementer, researcher use cross sectional approach that is collecting data from four variables collected in one time. To find the analysis of the relationship between work discipline with work productivity of nurse implementer,

researcher use cross sectional approach that is collecting data from variable collected in one time.

The population in this study were all non-military implementing nurses at 25 inpatient wards, amounting to 302 people in dr. Ramelan Surabaya hospital. The sample in this study was 170 people, taken by probability sampling with systematic random sampling technique. The variables in this study are work discipline and work productivity of nurses. Variable Discipline work in divided into 4 sub variables that is time discipline nurse service, discipline to nurse discipline, discipline against nurse work standard and discipline to boss. The data collection instrument uses a structured questionnaire developed based on the lattice of variable components of work productivity and work discipline. To know the relationship or degree of closeness between the variables studied, work discipline with work productivity bivariate analysis used with Chi Square test correlation test (Dahlan S.M, 2008).

## 3 RESULT

Respondents with good work discipline are more likely to have a good work productivity with a proportion of 65% compared to respondents who did not work discipline. The result of chi square test shows p value = 0,028 (p value <0,05), mean there is statistically significant relation between work discipline with work productivity. Odds Ratio (OR) = 2,129 (95% CI 1,129-4,014), which means that respondents who have good working discipline have the opportunity to work productively 2,129 times compared with respondents whose work discipline is not good.

Table 1: Relationship between work discipline with work productivity.

Work discipline	Work productivity				Total		OR (95 % CI)	p value
	Less		Good					
	n	%	n	%	n	%		
Less	34	54	29	46	63	100	2,129 (1,129-4,014)	0,028
good	38	36	69	65	107	100		
Total	72	42	98	58	170	100		

Table 2: Relation of time-related compliance to work productivity.

Obedient to the boss	Work productivity				Total		OR (95 % CI)	p value
	Less		Good					
	n	%	n	%	n	%		
Less	13	72	5	28	18	100	4,098 (1,389 – 12,089)	0,014
Good	59	39	93	61	152	100		
Total	72	42	98	58	170	100		

Table 3: Compliance relationship to the rules of work productivity.

Comply with order	Work productivity				Total		OR (95 % CI)	p value
	less		good		n	%		
	n	%	n	%				
Less	41	72	16	28	57	100	6,778 (3,331-13,791)	0,000
Good	31	27	82	73	113	100		
Total	72	42	98	58	170	100		

Table 4: The relationship of compliance to standards with work productivity.

Obey the standards	Work productivity				Total		OR (95 % CI)	p value
	Less		Good		n	%		
	n	%	n	%				
Less	22	32	46	68	68	100	0,497 (0,262-0,943)	0,046
Good	50	49	52	51	102	100		
Total	72	42	98	58	170	100		

Table 5: Compliance relationship to superiors with work productivity.

Be obedient to your boss	Work productivity				Total		OR (95 % CI)	p value
	less		Good		n	%		
	n	%	n	%				
Less	20	65	11	6	31	100	3,042 (1,351-6,852)	0.010
Good	52	37	87	63	139	100		
Total	72	42	98	58	170	100		

Compliance of respondents to working time is likely to be greater to have a good work productivity with a proportion of 61% compared to respondents who adherence to work time is not good. The result of chi square test shows that  $p = 0,014$  ( $p$  value  $<0,05$ ), meaning there is a statistically significant correlation between respondent's compliance with working time and work productivity. The Odds Ratio (OR) = 4,098 (95% CI 1.389-12.89), which means that respondents who have a good working time compliance will have an opportunity to work productively 4,098 times compared to respondents who have poor working time compliance.

Compliance of respondents to the discipline is more likely to have a good working productivity with a proportion of 73% compared to respondents who obedience to the order is not good. Based on result of chi square test turn out show value  $p = 0,00$  ( $p$  value  $<0,05$ ), mean there is statistically significant correlation between obedience of employee to discipline with work productivity. The Odds Ratio (OR) = 6.778 (95% CI 3,331-13,791), which means that respondents who have compliance with good orderliness will have the opportunity to work productively 6,778 times compared with the respondents whose compliance with poor order.

Compliance of respondents to the standard of possibility to have a good work productivity with a proportion of 51% and respondents who adherence

to the standards are not good have good productivity with the proportion of 68%. The result of chi square test shows that  $p = 0,046$  ( $p$  value  $<0,05$ ), meaning there is statistically significant correlation between employee compliance to standard with work productivity.

The respondent's compliance to the boss is likely to have a better working productivity in proportion (63%), compared to the respondents who adhered to the underachievers (36%). Based on the result of chi square test, it shows that  $p = 0.010$  ( $p$  value  $<0,05$ ), which means there is a statistically significant relationship between employee compliance to superiors with work productivity. Odds Ratio (OR) = 3.042 (95% CI 1.351-6,852), which means that respondents who have good compliance to their boss will have a chance to work productively 3,042 times compared to respondents whose compliance with their supervisor is less good.

## 4 DISCUSSION

### 4.1 Work Discipline

The discipline of work in this study is the nurse's perception of the form of obedience of one's behavior in complying with certain rules relating to

his work with the indicator of service time compliance, compliance with the rules, adherence to nursing standards, and obedience to superiors. the problem of work discipline, is a matter to note, because with the discipline can affect the effectiveness and efficiency of achieving organizational goals. With frequent unskilled employees, the target completion of work is never achieved which in turn affects the productivity of the organization's work. This agrees with (NitiseMITO, 1991) who says that a job will be done as effectively as possible, when discipline is well executed.

Discipline of work at dr. Ramelan Surabaya hospital structurally will be influenced by the rules of the navy that has a very high work discipline focus. High work discipline at dr. Ramelan Surabaya hospital does not appear just like that but it is a continuous learning process that is developed in a military way with leadership center as role model or role model for subordinates so that it can generate motivation and motivation for their subordinates. Implementation of discipline in dr. Ramelan Surabaya hospital applies the existence of rules and regulations as guidelines of employees in working with progressive approach, using a number of steps in shaping employee behavior.

#### **4.2 Nurses Work Productivity**

Result of research about work productivity in hospital dr. Ramelan Surabaya more than half of it is classified as good (58%). Nursing is one form of professional health services aimed at clients both in good health and illness through nursing tips using nursing process approach. Nursing services provided by a nurse greatly affects the quality of nursing care that will be accepted by the client. Therefore, to be able to provide quality nursing care so nurses need to be oriented to a better client outcome. These conditions can be achieved if the work environment created a qualified nurse. To realize professional nursing services in hospitals, productivity is very important for hospitals to be well managed.

The nursing manager must be able to determine the strategic steps in the management of existing resources. One of the strategic steps that can be applied is with existing input and output management systems. Inputs include human resources, facilities, regulatory policies, and capital that must be developed optimally, the outcome is the result of activities of the organization including productivity as the end result of the production process, which is inseparable with the effectiveness and efficiency of the company. In order to improve work productivity, spirit and good performance in dr. Ramelan Surabaya actually has tried to do the arrangement in various fields one of

them is the arrangement in the field of nursing resources.

Various efforts have been made by the head of the Department of Nursing, among others, by doing daily supervision to provide guidance, direction and motivate nurse implementers to work passion according to professional demands. Another policy is the provision of opportunities to improve higher education gap.

#### **4.3 Compliance Relation to Working Hours with Work Productivity**

Compliance to working hours in this study is the perception of nurses implementing in obeying the attendance of the time agency that has been established by the institution. Based on the results of the study found that there is a significant relationship between employee compliance with the work time that has been determined with the productivity of work. This finding concurs with the statement of (Stamps P.L, 1997) which says that one component of job satisfaction relevant to the health sector is the existence of organizational policies in the form of rules or limits established and enforced by the management of the hospital.

These policies include employee supervision, arrangement of work schedules, holidays and opportunities for growth and prosperity. setting job schedules according to the percentage of time spent, for example when a person should start and stop working, when to start working again and when will end and so on, will likely prevent waste and work will be effective and efficient.

If the employee enters work in accordance with the specified working hours then the job completion targets will be achieved in accordance with the target set. Regulation of discipline working time in hospital dr. Ramelan Surabaya with the implementation of morning apple around 07.00 am and apple lunch at 2:45 pm which is required to all employees in the hospital. Implementation of time discipline in hospital dr. Ramelan Surabaya is also supported by the shuttle for employees who live in Surabaya and surrounding areas.

#### **4.4 Compliance Relationship to the Code with Work Productivity**

Compliance with the discipline in this study is the perception of nurse implementers in obeying the order set by the institution. Based on the result of the research, it shows that there is a significant correlation between the respondent's compliance to the order and the productivity of the kerjan. The results of this study concurred with (Siagian S.P,



2002) which states that other factors that determine work productivity is the discipline of work which means willingness to comply with regulations applicable within the work organization environment respectively, so it is expected to increase work productivity (Nitisemito, 1991) argued that the willingness to comply with the rules or regulations applicable within the work organization environment respectively, it is expected to increase work productivity.

The purpose of an institution or organization can be achieved if management manages, mobilizes and uses its human resources effectively and efficiently. One of the indicators of work discipline here is the discipline in complying with the rules established in the company.

With a high awareness in implementing organizational rules embodied in high work discipline, then a work productivity will also be achieved. According (Hasibuan, 1999) that there are several indicators that affect the level of discipline of employees in the organization such as role models and assertiveness, remuneration, justice, and punishment sanctions.

#### 4.5 Compliance Relation to Standards with Work Productivity

Adherence to the standards in this study is the perception of nurses implementing in compliance with work standards established by the hospital in the room. Based on the results of the study indicates that there is a significant relationship between employee compliance to the standard with work productivity. The results of this study agree with what (Gillies, 1996) has said, that the use of nursing standards is necessary to know the quality of services provided and to reduce costs and is expected to limit the likelihood of negligence. The existence of standard work that the standard work certainty will be clear, each will know the limits of authority and responsibility, so that facilitate the daily work well that will eventually increase productivity. If employees do not know the standard of work and their authority, they will tend to be misdirected, which will result in a decrease in their performance.

Many employees are productive but have not been able to do a good job because it is unclear about the authority to be done. To protect nurses in the workplace, hospitals should establish policies that regulate the employment relationships and authority components of each member so that the nurse feels secure in doing every job because there is a protective legal umbrella. Policies compiled by hospitals should be tailored to the availability of facilities, equipment

and technology. States that professional nursing practice must be realized in a real practice that is direct care to patients, families, groups or communities. Nursing services will be accepted and trusted by the consumer if the quality of the service is guaranteed through standard standards and always upgraded from time to time.

#### 4.6 Compliance Relation to Bosses with Work Productivity

Compliance with superiors in this study is the perception of nurse implementers in obeying superiors in accordance with the rules set by the hospital. Based on the results of research, indicate that employee compliance to superiors related to work productivity. The findings of this study concurred with (Hasibuan, 1999) which states that with exemplary leadership of a disciplined high discipline subordinates became high. Many employees show good work productivity because of their reluctance and attachment to their superiors.

Employees feel bad if they do not work according to the target given his boss. This will have an impact on employee productivity in work. Respect and reward of employees to leaders can be due to good personality qualities or have high professional quality in their field. So employee compliance is based on the identification of a feeling of admiration or appreciation to the boss. Respect and reward of employees to leaders can be due to good personality qualities or have high professional quality in their field. If the center of this identification does not exist then the discipline of work will decrease, the violation will increase in frequency.

### 5 CONCLUSIONS

Productivity of non-military nurse in dr. Ramelan Surabaya showed good work productivity (58%) and poor productivity (42%). With the proportion of respondents in completing the tasks in accordance with academic ability, the skills and experience are mostly good (76%), which works effectively for the most good (59%) and the most efficient (59%) .

Work discipline relates to the productivity of non-military nurse worker at Dr Ramelan Hospital Surabaya

- Compliance with non military military nurse practitioners in Dr Ramelan Hospital Surabaya is related to work productivity.
- Compliance with non-military nurse working standards in Dr Ramelan Hospital Surabaya is related to work productivity.

- Compliance with non-military nurses' superiors at Dr Ramelan Hospital Surabaya is related to work productivity.

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