Nurses are prioritized for improvement to improve service quality. Nurse's performance has an important role in improving the quality of care in the hospital. Nurses are job professions that specialize in efforts to handle patient care with work demands that depend on certain characteristics in carrying out their work, namely, task and material characteristics and commitment to the organization. This study aims to determine the influence of individual characteristics and work climate on organizational commitment and nurse performance. This research is a survey research, with a total sample of 115 with total sampling. The results showed that the better the individual characteristics possessed by nurses were able to strengthen their commitment to the organization, the better the work climate when nurses worked able to strengthen their commitment to the organization, the better the individual characteristics of nurses were able to improve nurse performance, good characteristics possessed by nurses were unable to improve its performance, the better the nurse's commitment to the organization is able to improve the performance of nurses at the Poliklinik Wing Amerta Sanglah Central Hospital. It is recommended that management be able to provide more work enthusiasm, such as giving bonuses to employees who are able to show their best performance and who are able to complete tasks well.

Keywords: Individual Characteristics, Work Climate, Organizational Commitment, Nurse Performance

I. INTRODUCTION

Hospitals as a health service institution that is capital and human resource intensive, need a good corporate culture so that the available resources are used effectively and efficiently to achieve the stated goals. In the future, the main key to the success of a hospital lies in two main things, namely the utilization of resources, especially human resources effectively and efficiently, and the satisfaction of users of hospital services (patients and families) (Alma, 2010). Patients as recipients of hospital services today are different from patients in the past. Now patients are increasingly educated and tend to be varied in meeting their health needs so that their satisfaction is fulfilled and aware of their rights. If the services provided are as desired, then the patient will be satisfied, if the opposite happens it will cause loss of patient interest in treatment and this will cause the patient to have a negative image of the company (Permana, Suardhika, Sujana, & Yuesti, 2019), which will result in a decrease in the number of patients which will eventually lead to a reduction in profits (Yuesti & Kepramareni, 2019).

Sanglah Central General Hospital (RSUP) is one of the companies in the form of Perjan (company service) which is engaged in services, especially health. In order to meet these needs and demands, no other efforts can be made, except to provide the best health services. Sanglah Central General Hospital in the face of
competition in a similar health industry, often faced with competition between services competitors. The number of hospitals in Denpasar causes Sanglah Hospital to have the right marketing strategy. Information collected from the management of Sanglah Hospital shows that there are four hospitals that become an alternative for patients if they do not receive outpatient or inpatient services at Sanglah Hospital. The four hospitals are Surya Husadha Hospital, Prima Medika, Dharma Husadha and Sari Husadha.

Sanglah Hospital has many installation units. One of the leading installations it has is Wing Amerta. Service units available in it are outpatient, inpatient, VIP VK and operating rooms. The installation of health services with these facilities is not only owned by Sanglah Hospital but also is owned by four hospitals which are an alternative for patients if they do not receive outpatient or inpatient services at Sanglah Hospital. The service union at the Wing Amerta installation that received attention to continue to develop its services was the outpatient clinic. One interesting thing that can be observed from the growth rate of patient visits at the Wing Amerta installation, although outpatient services have the largest visits but the growth rate is lower (20.74 percent) when compared to inpatient facilities (27.87 percent) and operating rooms (33.12 percent).

The low growth in the number of outpatients can be reflected by various forms of outpatient complaints in the Wing Amerta RUSP Sanglah Installation during the period 2015 - 2017 shows that there is always an increase in the frequency of patient complaints.

Types of complaints with the highest frequency are service speeds reaching 20.5%, service procedures reaching 17.2%, administrative services reaching 15.8%, waiting times 15.5%, fees 10.5%, parking 10.2% and convenience 5.2%. The increase in the frequency of patient complaints should receive attention from hospital management because if the increase in complaints is left alone, it is not impossible that outpatient Wing Amerta installations will be abandoned by consumers and in general Sanglah Hospital will be less competitive with other hospitals. Patient complaints about services in the Outpatient Installation have an impact on the results of the survey of public satisfaction in the period of 2017 only reaching 79.25% of the target of 90% so the priority of improvement for improving the quality of service is the simplicity of service procedures, administrative technical requirements and speed of service, related to the source human resources implementing health services one of which is a priority is the nurse. Nurses make priority improvements to improve the quality of service because nurses are the profession with the most number in hospitals that provide services to patients for 24 hours, nurses make direct contact with patients so they must be responsive to make service decisions according to doctor diagnoses, understand patient needs, treat patients in any condition and receive complaints from family. patients so that the performance of nurses has an important role in improving the quality of service in the hospital. When patients are satisfied with good service, indirectly the performance of the nurses can be said to be good.

The government has set employee performance standards. Following are government regulations No. 46 of 2011 concerning the standard performance value of employees namely category 1 91 and above is very good, 76-90 is good, 65-75 is enough, 51-64 is less and .50 and below.

Based on the results of research on nurses' performance in 2017 the average value of nurses' performance was 81.5 including the good category, then in 2018 it dropped to 78.5 in the moderately category. Considering nurses as the most important Human Resources (HR) in running the Wheel of a Hospital by not undermining the meaning of other HR, nurses' performance needs priority priorities for improving the quality of service. Many factors affect the performance of nurses, as revealed by Gibson (1998) in Sutanto (2012) determinants of a person's performance in an organization are influenced by individual factors as internal factors and external factors namely organizational work environment such as the behavior, attitudes and actions of coworkers, subordinate or head of facilities and work climate. According to Nursalam (2016) said nurses are occupational professions that specialize in efforts to handle patient care or nursing care to patients with work demands that depend on certain characteristics in carrying out their work that is, the characteristics of tasks and materials as well as commitment to the organization.

Organizational commitment is the degree to which a person identifies himself as part of the organization and wishes to continue active participation in it. Commitments held by employees in working in companies or organizations in this context are no longer seen merely as a mere earning a living, but more in depth. Job satisfaction has a very close relationship with motivation, even though the two are different concepts. Motivation will direct the individual / group and enlarge the meaning of the level of satisfaction. Nurses who are committed to work can animate their work. They work with mind and heart. Because of this, they enjoyed their work. They see work not as a burden and an obligation, but a means to work and develop themselves. People who are committed to their work can achieve job satisfaction (job satisfaction). The committed nurse is motivated by internal factors and not by external factors. To build commitment, companies must understand the characteristics of employees and know their needs. Every employee has physical needs (adequate income), social emotional (social environment and company culture that is in accordance with personal culture), mentality (opportunity to learn and develop themselves), and spiritual (doing meaningful work).

Various factors can affect the performance of nurses this is in accordance with some previous research that has been done but some studies show
differences (Research Gap) factors that affect nurse performance.

Geni Research (2015) found that work climate has a positive effect on nurses' performance at Sultan Agung Hospital Semarang. This finding supports the results of research conducted by Usman (2014) finding work climate partially has a significant influence on performance and work climate and work spirit together have a significant effect on employee performance at PGRI Palembang University. Juraidah’s research (2016) also found a significant relationship with a positive direction between individual characteristics and work climate on the performance of employees of PT Asuransi Takaful Umum Jakarta Pusat.

Husaini’s research (2017) found that organizational commitment consisting of continuous commitment, affective commitment and normative commitment has an influence on the performance of the Dr. Cendana Pavilion Hospital Nurse Dr. Moewardi Surakarta. Effiani’s research (2015) also found that there was a significant influence on organizational commitment to the performance of nurses in Dr. Regional General Hospital Moewardi, Central Java. This finding supports the results of research conducted by Wicaksana (2015) finding that organizational commitment has a positive effect on the performance of nurses at Yogyakarta Islamic Hospital.

Different results obtained from several studies including Nurhatstuti Research Research (2011) get the results that partially each variable does not significantly influence employee performance. Likewise simultaneously the work environment and individual characteristics did not significantly influence the performance of Bakpia Japon Lopati employees, Trimurti, Randakan, Bantul, Yogyakarta. Hutahuruk's research (2017) also found that the work climate did not significantly influence the performance of implementing nurses in the inpatient room of Sari Mutiara Hospital, Medan. Ningrum's study (2015) found that organizational commitment did not directly influence the performance of Tayu Pati SSR employees. This finding supports the results of research conducted by Tanuwibowo (2014) which found that organizational commitment had no significant effect on employee performance at PT Tirta Sarana Sukses.

Based on the problem and the Research Gap above, the authors are interested in conducting research on the role of mediating organizational commitment in determining the effects of individual characteristics and work climate on nurses' performance at the Amerta Polycyclic Wing General Hospital Sanglah.

II. LITERATURE REVIEW

Individual Characteristics

Individuals bring into the organization the ability, personal beliefs, expectations of needs, and past experiences. These are all characteristics possessed by individuals, and these characteristics will be brought by him when he enters something new environment, namely the organization or other (Thoia, 2008). Individual characteristics according to Hurriyati (2012) is a psychological process that affects individuals in obtaining, consuming and receiving goods and services and the experience of individual characteristics is an internal (interpersonal) factor that drives and influences individual behavior.

Work Climate

Paster and Steer (1991) in Albaar (2011) state the work climate is an internal environment that represents the factors in organizations that create culture and the social environment in which activities to achieve goals take place. Huber (2012) states that the work climate is also referred to as the personality of an organization that can be felt as a member of an organization, when its employees express perceptions or public opinions that arise that are influenced by attitudes and behavior.

Work climate is a device of the nature of the work environment which is perceived directly or indirectly by employees and is assumed to have the main power in influencing employee behavior. Working climate is also created due to cooperation between the implementing nurse and manager (Gibson, Ivancevich & Donally, 1996; Swansburg 1999, Timpe 2000). Litwin and Stringer in Sukarya (2015) said that the work climate is everything contained in a work environment that can be felt directly or indirectly by people in the work environment.

Thus, it can be concluded that the work climate is a condition or condition of the working atmosphere with a sense of freedom and responsibility in acting according to the standards of authority possessed, as well as the appreciation and clarity of duties at work, and the existence of mutual support among members in the work group. A pleasant working climate will be created, if relations between people develop harmoniously. This harmonious climate condition is very supportive of employee work performance. The climate in a company has an impact on the low and low morale of one's work. So, the level of one's morale is also influenced by the state of work that goes on where they work.

Organizational Commitment

Griffin (2004) argues that organizational commitment is an attitude that reflects the extent to which an individual knows and is bound to his organization. An individual who is highly committed will likely see himself as a true member of the organization. Furthermore, according to Curtis and Wright (2010) organizational commitment is defined as: a strong desire to remain as a member of a particular organization, a desire to strive according to organizational desires and certain beliefs, and acceptance of organizational values and goals.
Zurnali (2010) defines the definition of organizational commitment is a psychological state that characterizes the relationship of nurses with the organization or its implications that influence whether nurses will remain in the organization or not, which are identified in three components, namely: affective commitment, continuous commitment and normative commitment. Definition Organizational commitment is interesting, because what is seen is a psychological state of nurses to remain in the organization. And this is considered very appropriate for analyzing the organizational commitment of nurses in business organizations or nonprofit oriented organizations. Then according to Mathis and Jackson (2001) in Koesmono (2012) argues that organizational commitment is the level of trust and acceptance of the workforce towards the goals of the organization and has a desire to remain in the organization. Organizational commitment is also the level to which nurses are confident and accepting organizational goals, and desires to stay together or leave the company which is ultimately reflected in the nurse's absence and turnover rates.

Performance

Performance is the result of implementing a job, both physical / material and non-physical / non-material (Nawawi, 2011). Meanwhile, according to Wirawan (2009) performance is the output produced by the functions or indicators of a job or a profession within a certain time. According to Mangkunegara (2012) performance is the result of quality and quantity of work achieved by an employee in carrying out their duties in accordance with the responsibilities given to him. Performance can be interpreted as the achievement or operational effectiveness of an organization and employees based on predetermined goals, standards and criteria. Performance refers to the level of achievement of the tasks that make up an employee's work. performance reflects how well employees meet the requirements of a job. Performance is often misinterpreted as efforts that reflect the energy expended (Simamora, 2006).

CONCEPTUAL FRAMEWORK AND HYPOTHESIS

III. RESEARCH METHOD

Research conducted took place in the Amerta Wing Polyclinic room at the Sanglah General Hospital. The object of the study was the executive nurse who worked in the Wing Amerta clinic at the Sanglah General Hospital. The population in this study were all nurses who worked in the Wing Amerta clinic at Sanglah General Hospital, totaling 115 people. The sample in this study was implementing nurses working in the Wing Amerta clinic at the Sanglah General Hospital. The sampling technique in this study is total sampling. Total sampling is a sampling technique where the number of samples is equal to the population (Sugiyono, 2014; (Yuesti & Agung, 2019). Inferential analysis techniques are used to test empirical models and hypotheses proposed in this study. The analysis technique used is a structural equation model (Structural Equation Modeling - SEM) based on variance or component based SEM, known as Partial Least Square (PLS). This PLS is a powerful method of analysis, because it does not assume the data must use certain scale measurements, is used on a small sample size (30-50 units or < 100 units), and can also be used to confirm the theory (Ghozali, 2014, Hair et al., 2014).

IV. RESEARCH RESULT

Validity and Reliability Test Results

All indicators have $r_{count} > r_{table}$, so all indicators used to measure individual characteristic variables are declared valid. The reliability test results of the research variables show, where the Cronbach alpha coefficient of each variable shows a value greater than 0.60, it can be said that all variables that make up the research model are reliable.

Inferential Analysis

Outer Model
Each indicator of many research variables has an outer loading value > 0.7. However, it appears that there are still some indicators that have an outer loading value <0.7. According to Chin, as quoted by Ghozali, an outer loading value between 0.5 - 0.6 is considered sufficient to meet the convergent validity requirements. The data above shows all the variable indicators whose outer loading values are above 0.5 so that they meet the convergent validity requirements so that all indicators are declared eligible or valid for research use and can be used for further analysis.

Each indicator on the research variable has the largest cross loading value on the variable it forms compared to the cross loading value on the other variables. As an illustration the loading factor X1.1 (question indicator for individual characteristics) is 0.747 which is higher than the loading factor with other constructs, namely work climate (0.268), organizational commitment (0.002) and performance (0.141). Based on the results obtained, it can be stated that the indicators used in this study have good discriminant validity in preparing their respective variables.

The value of composite reliability of all research variables > 0.6. These results indicate that each variable meets the composite reliability so it can be concluded that all variables have a high level of reliability.

Cronbach alpha value of each study variable > 0.7. Thus these results can indicate that each research variable has met the requirements of the Cronbach alpha value, so it can be concluded that all variables have a high level of reliability.

Figure 2
Outer Model

1. Hypothesis Testing (H1) individual characteristics have a positive and significant effect on organizational commitment.
2. Hypothesis Testing (H2) work climate has a positive and significant effect on organizational commitment.
3. Hypothesis Testing (H3) individual characteristics have no significant effect on performance.
4. Hypothesis Testing (H4) work climate has no significant effect on performance.
5. Hypothesis Testing (H5) organizational commitment has a positive and significant effect on nurse performance.

Discussion

Individual Characteristics Influence Organizational Commitment

Based on the analysis of the effect of individual characteristics on organizational commitment in the Wing Amerta clinic at Sanglah General Hospital, shows that individual characteristics have a positive effect on organizational commitment. The results of this test indicate that hypothesis 1 (H1) which states that individual characteristics have a significant and positive influence on organizational commitment is accepted. This gives meaning that excellent individual characteristics can increase the commitment of nurse organizations working in the Amerta Wing clinic at Sanglah General Hospital. This is because the formation of individual characteristics is influenced by values, attitudes, abilities and personalities that are indicators of individual characteristic variables. is an attitude that makes people happy about the situation of certain objects or ideas that will increase nurses' commitment to the organization.
Work Climate Influences Organizational Commitment.

The results of data analysis regarding the influence of the influence of the work climate on organizational commitment. Based on these results it can be concluded that the second hypothesis is accepted which means the work climate has a significant and positive influence on the commitment of nurses' organizations who work in the Wing Amerta polyclinic at Sanglah General Hospital. The results of this test indicate that hypothesis 2 (H2) which states that organizational commitment has a significant and positive influence on organizational commitment is accepted. This gives a sense that a good working climate is able to increase the commitment of nurses organizations who work in the Wing Amerta clinic at Sanglah General Hospital. This is due to nurses who feel the working climate in the Wing Amerta polyclinic in Sanglah General Hospital is very good as is the clarity of the organization where the Wing Amerta polyclinic room has service standards, the existence of nursing management policies support the work of nurses and facilities in the workplace which are very good in supporting the work of nurses as well as sufficient personnel in providing services will be able to increase their commitment to the organization.

Individual Characteristics Have No Effect on Nurse Performance

Based on the analysis of the effect of individual characteristics on the performance of nurses in the Wing Amerta clinic at Sanglah General Hospital, it shows that individual characteristics do not significantly influence nurses' performance. The results of this test indicate that hypothesis 3 (H3) which states that individual characteristics have a significant and positive influence on performance is rejected. These results give the meaning that good individual characteristics possessed by nurses are not able to improve the performance of nurses in the Amerta Wing Polyclinic General Hospital of Sanglah. This is because the relationship between the characteristics of individual nurses working in hospitals with the quality of work is very close, because of what is owned or what is the character in nurses directly.

On the other hand organizational commitment is able to mediate the indirect effect of individual characteristics on nurse performance, even the commitment of nurses in organizations based on good individual characteristics can improve their performance, this shows that good nurse commitment in the organization will indirectly affect understanding and mastery duties and services to patients so that nurses also tend to be positive towards work, fellow coworkers, with superiors, work environment and work climate that exists and regularly carry out work, involve others in work, carry out work optimally, so that these conditions can encourage improvement nurse performance in the Wing Amerta clinic at Sanglah General Hospital.

Organizational Commitment Influences Nurses' Performance.

Based on the analysis of the effect of organizational commitment on nurse performance in the Wing Amerta clinic at Sanglah General Hospital, it shows that organizational commitment has a positive effect on nurse performance. The results of this test indicate that hypothesis 5 (H5) which states that organizational commitment has a significant and positive influence on performance is accepted. This gives meaning that a very high organizational commitment can improve the performance of nurses working in the Wing Amerta clinic at Sanglah General Hospital. This is because the hospital is no different than an organization in which there is an organizational structure such as leaders or superiors and subordinates or subordinates, within the company, commitment between leaders or subordinates will be interrelated where cooperation and loyalty between leaders and subordinates can result
performance increases. In this case commitment and strong emotional ties to the company have an important role in improving performance. A high employee commitment will affect employee performance.

V. CONCLUSIONS AND RECOMMENDATIONS

Conclusions

Based on the results of the above research conclusions can be formulated as follows:

1. Individual characteristics have a positive and significant influence on organizational commitment. These results give meaning that the better the individual characteristics of nurses are able to strengthen their commitment in the organization at the Amerta Polycyclic Wing General Hospital Sanglah Central.

2. Work climate has a positive and significant influence on organizational commitment. These results give the sense that the better working climate when nurses work is able to strengthen their commitment in the organization at the Amerta Polycyclic Wing Center in Sanglah General Hospital.

3. Individual characteristics have no significant influence on the performance of nurses in the clinic. These results give the meaning that good individual characteristics possessed by nurses are not able to improve the performance of nurses in the Amerta Polycyclic General Hospital of Sanglah. On the other hand organizational commitment is able to mediate the indirect effect of individual characteristics on nurse performance, even better individual characteristics can increase nurses' commitment in the organization so as to determine the increase in nurse performance.

4. Work climate does not have a positive and significant effect on nurse performance. However, the work climate is able to influence performance through mediating organizational commitment. These results give the meaning that the improvement of work climate has not been able to improve nurse performance directly, however, a better working climate can increase the commitment of nurses in the organization so that it can determine an increase in nurse performance.

5. Organizational commitment has a positive and significant effect on nurse performance. These results give the sense that the better the commitment of nurses to the organization is able to improve the performance of nurses at the Amerta Wing Polycyclic General Hospital in Sanglah.

Recommendation

The results showed that organizational commitment has a positive and significant influence on nurse performance, and is able to mediate individual physical and work climate variables on nurse performance. The commitment of nurses to the organization of the Amerta Polycyclic Wing General Hospital in Sanglah Central has been well measured by several indicators. However, the indicator detrimental for nurses to leave the hospital got the lowest average of the other indicators. This should be handled wisely by Sanglah Hospital management, because if it can be overcome it will be able to assist in the success of Sanglah Hospital in achieving the goal of providing quality services. Sanglah Hospital management should be able to provide more morale, such as giving bonuses to employees who are able to show their best performance and who are able to complete tasks well.

Performance research using this observation method was only carried out three times in the morning and afternoon service. Other researchers should conduct observations more than five times and be carried out throughout the service time of nurses (within 24 hours).

REFERENCES


