

The Effect Of Caring Climate On The Nurses' Performances: Mediation Role Of Work Satisfaction And Work Stress (Empirical Study on RSUD Muntilan in Magelang Jawa Tengah)

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ABSTRACT: *The objectives of this research are to find out the effect of caring climate on nurse performance, the effect of caring climate on job satisfaction, the effect of caring climate on work stress, the effect of job satisfaction on nurse performance, the effect of work stress on nurse performance, the effect of caring climate on Nurses' performance through job satisfaction as a mediating variable and the influence of caring climate on nurses' performance through work stress as a mediating variable. The population in this study were nurses at Muntilan District Hospital by establishing a proportional random sampling method and the total population of 133 nurses will be the research sample. The method of collecting data using a questionnaire that was first tested for validity and reliability. Analysis of the data used to test the hypothesis of this study is Partial Least Square (PLS).*

The results of this study stated that the influence of Caring climate (CC) on nurse performance (KP) had a path coefficient of 0.448 with t arithmetic 5.380 or $p = 0.000$. Because the p value < 0.05 , the first hypothesis of this study was accepted, which means caring climate (CC) has a positive and significant effect on nurse performance (KP). The effect of Caring climate (CC) on job satisfaction (KK) has a path coefficient of 0.267 with a t count of 3.087 or $p = 0.002$. Because the p value < 0.05 , the second hypothesis of this study was accepted, which means caring climate (CC) has a positive and significant effect on job satisfaction (KK). The influence of Caring climate (CC) on work stress (SK) has a path coefficient of -0.027 with t arithmetic = 0.302 or $p = 0.763$. Because the p value > 0.05 , the third hypothesis of this study was rejected, which means caring climate (CC) has no effect on work stress (SK). The effect of job satisfaction (KK) on nurse performance (KP) has a path coefficient of 0.250 with a t count of 2.954 or $p = 0.003$. Because the p value < 0.05 , the fourth hypothesis of this study was accepted, which means that job satisfaction (KK) has a positive and significant effect on nurse performance (KP). The effect of work stress (SK) on nurse performance (KP) has a path coefficient of 0.204 with t arithmetic = 3.101 or $p = 0.002$. Because the p value < 0.05 , then work stress (SK) has a positive and significant effect on the performance of nurses (KP). The influence of caring climate (CC) on nurse performance (KP) through job satisfaction as a mediating variable has a path coefficient of 0.067 with t arithmetic = 2.005 and $p = 0.046$. Because the p value < 0.05 , the caring climate significantly influences the nurse's performance through job satisfaction (SK) as a mediating variable. Thus the sixth hypothesis of this study was accepted. The influence of caring climate (CC) on nurse performance (KP) through work stress as a mediating variable has a path coefficient of -0.006 with t arithmetic = 0.311 and $p = 0.756$. Because the p value > 0.05 , then the caring climate does not affect the performance of nurses through work stress (SK) as a mediating variable. Thus the seventh hypothesis of this study was rejected or unacceptable. This shows that the work stress faced by nurses actually triggers them to achieve high performance.

Keywords: *Caring Climate, Job Satisfaction, Job Stress, Nurse Performance.*

I. INTRODUCTION

One of the organizational factors that need to be considered and considered in order to be able to support the achievement of organizational goals in carrying out its vision and mission is the human resource factor. In relation to Muntilan District Hospital, the hospital needs to be supported by good human resources; especially the resources of nurses. This is because nurses are the spearhead of hospitals in providing health services. One of the variables related to nurse human resources that is important and strategic is nurse performance. Performance is all actions or behaviors that are controlled by individuals and contribute to the achievement of organizational goals. Nurses' performance must always and always be improved so that the process of service, treatment and healing of patients can run efficiently and effectively.

In an effort to improve the performance of nurses need to consider several variables that can directly influence it. One variable that affects employee performance in general is job satisfaction. Job satisfaction can also be defined as a happy emotional state or positive emotions that come from the assessment of work and one's work experience [1]. Research conducted by Fu and Deshpande [2], Springer [3], and Wu et al. [4] shows that job satisfaction has a positive and significant effect on employee performance, that is, the higher job satisfaction the higher employee performance will be.

In addition to job satisfaction, a variable that can also affect employee performance is caring climate. Caring climate is the sincerity and willingness of employees to behave for the common good. Research conducted by Dinc and Plakalavic [5], Fu and Deshpande [2] shows that caring climate has a positive and significant effect on employee performance, that is, the higher the caring climate, the higher employee performance will also be.

Jayasinghe and Mendis [6], Kumari et al. [7], and Ahmed and Ramzan [8] showed that work stress had a significant negative effect on employee performance, that is, the higher the job stress the employee performance would decrease. Given the performance of nurses is an important variable that must be owned by a hospital, the researchers are motivated to conduct empirical research on the effect of climate caring, job satisfaction, and job stress on nurses' performance at Muntilan District Hospital.

II. LITERATURE REVIEW AND HYPOTHESES

2.1. Literature review

Caring climate is part of the ethical climate. Many experts have put forward a definition of ethics. In the view of Hassani et al [9] ethics is obedience relating to good and bad, right and wrong, or something related to moral responsibility and obligation. Jaramillo [10] offers 4 interrelated ethical meanings, namely; (1) ethics is a human perspective or a group of people towards good and bad, (2) ethics is the science of considering the actions of human beings so that it can be interpreted as good or bad, (3) ethics is the science of studying various norms that apply in society, and (4) ethics is a universal or general value guideline for a society.

In caring climate employees are expected to care about others and have sincerity towards the welfare of others, both inside and outside the company [11]. Caring climate shows a caring working climate, with the main consideration being what is best for everyone in the organization [12]. Gencoglu [11] states that in caring climate, employees are expected to care for other people and employees have sincerity towards the welfare of others, both inside and outside the company that may be affected by their ethical decisions. Certain strategies for managing ethical behavior such as a code of ethics will not be effective but other strategies such as ethical behavior training using a utilitarian approach will be more effective [11].

Employee job satisfaction is influenced by individual factors, social factors, and the main factors in the work [13]. Individual factors include age, health, personality, and expectations. Social factors include family relationships, community views, opportunities for recreation, trade union activities, political freedom, and social relations. The main factors in employment include: salary, supervision, work peace, working conditions, and opportunities to progress [13].

The determinants of job satisfaction are stated by Gilmer [13], where employee job satisfaction is influenced by opportunities for advancement, job security, salary, company and management, supervision, intrinsic factors of work, working conditions, social aspects of work, communication, and facilities [13].

Job stress is a state of physical or psychological stress. The situation is a condition of environmental demands exceeds the ability of individuals to respond [15]. Kreitner and Kinicki [14] define stress as a behavioral, physical, or psychological response to stressors. As a dynamic condition in which individuals face

opportunities, constraints, or demands related to what they really want and whose results are perceived as uncertain but important [16].

Performance is all actions or behaviors that are controlled by individuals and contribute to the achievement of organizational goals [17]. Performance shows the achievement of work targets related to quality, quantity and time [17]. The performance is influenced by skills and motivation. Optimum performance is achieved if the organization can choose employees who have the motivation and skills that are appropriate to their work and have conditions that enable them to work optimally.

2.2. Research Conceptual Framework



Figure 1. Research conceptual framework

2.3. Hypothesis

H1 : Caring climate has a positive effect on employee performance.

H2: Caring climate has a positive effect on job satisfaction

H3: Caring climate has a negative effect on work stress.

H4 : Employee Job Satisfaction positively influences Employee Performance

H5 : Job stress has a negative effect on Employee Performance

H6 : Caring climate has a positive effect on employee performance through job satisfaction as a variable mediation

H7: Caring climate has a negative effect on Employee Performance through work stress as a mediating variable

III. RESEARCH METHODS

3.1. Population and sample

The sample in this study was taken or determined by proportional random sampling. The number of samples used was determined using the formula Isaac and Michael [18]. Total population (N) = 215, tingkat kesalahan sample set = 5%, so that the obtained sample = 133.

3.2. Data collection technique

Data collection method used in this study is a questionnaire method. Before being used to retrieve or collect data, the questionnaire was first tested for its validity and reliability. The validity and reliability test is intended to ensure that the questionnaire used psychologically meets the requirements as an instrument for collecting data so that the data obtained is not biased.

IV. RESEARCH RESULTS AND DISCUSSION

4.1. Research result

Structural model analysis is used to predict relationships between variables or hypothesis testing. Based on the results of the structural model analysis with PLS the path coefficient results according to Figure 2, while the results in the statistics made Figure 3.

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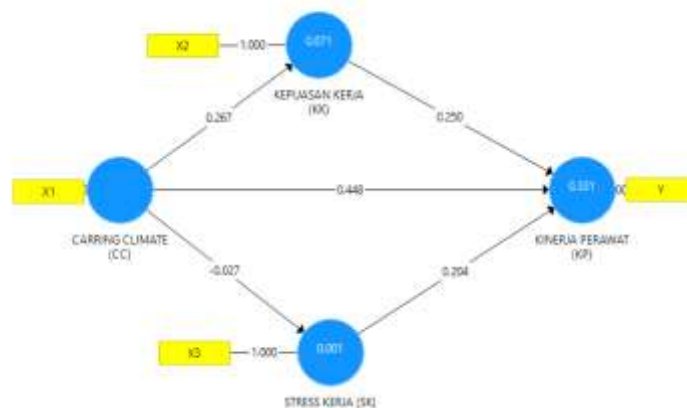


Figure 2. Structural Model Path coefficient results

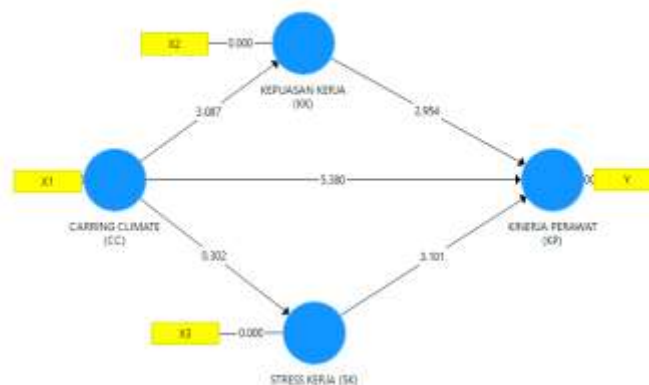


Figure 3. Results of t Calculate Structural Model

Table 1. The results of the path coefficient, t arithmetic, and P are calculated

Variable	Path Coefficient	T Statistics (O/STDEV)	P Values
Caring Climate (CC) -> Kinerja Perawat (KP)	0,448	5,380	0,000
Caring Climate (CC) -> Kepuasan Kerja (KK)	0,267	3,087	0,002
Caring Climate (CC) -> Stress Kerja (SK)	-0,027	0,302	0,763
Kepuasan Kerja (KK) -> Kinerja Perawat (KP)	0,250	2,954	0,003
Stress Kerja (SK) -> Kinerja Perawat (KP)	0,204	3,101	0,002
Caring Climate (CC) -> Kepuasan Kerja (KK) -> Kinerja Perawat (KP)	0,067	2,005	0,046
Caring Climate (CC) -> Stress Kerja (SK) -> Kinerja Perawat (KP)	-0,006	0,311	0,756

4.2. Discussion

The first hypothesis of this study suspects that Caring climate (CC) has a positive effect on nurse performance (KP). Based on the results of the PLS analysis presented in Table 1, the effect of Caring climate (CC) on nurse performance (KP) has a path coefficient of 0.448 with a t count of 5.380 or p = 0.000. Because the p value <0.05, the first hypothesis of this study was accepted, which means caring climate (CC) has a positive and significant effect on nurse performance (KP). The performance of nurses in Muntilan District Hospital is now indicated to be quite good (76.69%). If we look at each statement score in the nurse

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performance questionnaire, it is known that the statement that has the lowest average score is the second statement (KP2) with a value of 1.98 or not good. The second statement is a statement about "the ability to serve or provide assistance to other colleagues". This is likely due to the duties of each nurse is very crowded, so their opportunities to help other colleagues are relatively small. They will complete their main tasks to completion, if there is time left then they use the time to provide assistance to other colleagues who need help. Based on nurses' perceptions, caring climate at Muntilan District Hospital is quite good (54.89%). The lowest caring climate indicator is the first indicator (CC1) with a score of 1.77, which is an indicator of "the ability to treat everyone well". This can occur because of the high level of activity faced by nurses in carrying out their duties, so they tend not to be able to treat all people faced well, perhaps somewhat indifferent to people who are not directly related to the implementation of their duties; or also rather indifferent to people who are considered to interfere with the implementation of their duties. The results of this study indicate that, caring climate has a positive and significant effect on nurse performance, and job satisfaction of nurses. This shows that if caring climate gets better the nurse's performance tends to increase. This is consistent with the results of research conducted by M. Sait Dinc and Vesna Plakalovic [5] ; Weihui Fu [2] , and Satish P. Deshpande [2] ; Aginta Chairunnisa Sinulingga and Deasy Aseanty [6] . It also proved that the better the caring climate, the nurse's job satisfaction will increase.

The second hypothesis of this study suggests that Caring climate (CC) has a positive effect on job satisfaction (KK). Based on the results of the PLS analysis presented in Table 1 , the effect of Caring climate (CC) on job satisfaction (KK) has a path coefficient of 0.267 with a t count of 3.087 or $p = 0.002$. Because the p value < 0.05 , the second hypothesis of this study was accepted, which means caring climate (CC) has a positive and significant effect on job satisfaction (KK). The job satisfaction of nurses at Muntilan Regional Hospital is quite satisfied (60.15%). The lowest score of job satisfaction indicator is the 4th indicator (KK4), which is an indicator of "job satisfaction towards being free from layoffs". This might be due to the contract system that is applied to parawat, which the employment contract system is valid for every 2 years. After the contract period is over, it can happen a nurse is used again (layoff) for the next period, thus this will cause their dissatisfaction. In this study empirically proven that, nurse job satisfaction has a positive and significant effect on nurse performance, which means, the higher the level of their job satisfaction, their performance tends to increase. This is in line with the results of research conducted by Wu [4] and Fu [2] .

The third hypothesis of this study suggests that Caring climate (CC) has a negative effect on work stress (SK). Based on the results of the PLS analysis presented in Table 1 , the effect of Caring climate (CC) on work stress (SK) has a path coefficient of -0.027 with t arithmetic = 0.302 or $p = 0.763$. Because the p value > 0.05 , the third hypothesis of this study was rejected, which means caring climate (CC) has no effect on work stress (SK). There is a relationship between the level of work stress nurses on nurses caring climate behavior, according to Gray-Toft and Anderson in Charles [19] , states that nurses who are not able to eliminate stress will have an impact on decreasing work performance and worsening service to patients. In health services, nurses who experience severe stress will experience burnout and lose motivation at work. The high stress experienced by nurses at work makes nurses bored and bored, ultimately affecting work productivity and decreasing nurse performance.

The fourth hypothesis of this study suggests that job satisfaction (KK) has a positive effect on nurse performance (KP). Based on the results of the PLS analysis presented in Table 1 , the effect of job satisfaction (KK) on nurse performance (KP) has a path coefficient of 0.250 with t count 2.954 or $p = 0.003$. Because the p value < 0.05 , the fourth hypothesis of this study was accepted, which means job satisfaction (KK) has a positive and significant effect on nurse performance (KP). Caring behavior according to Watson (2012) focuses on human science and human care which are carried out based on 10 factors, namely the formation of altruistic humanistic values, instilling trust and hope, developing sensitivity in oneself and others, building mutual and trusting relationships, increasing and accepting expressions positive and negative feelings, use systematic problem solving methods in decision making, enhance interpersonal learning and teaching experiences, provide support, protect and or improve the mental, physical, socio-cultural and spiritual environment, help meet basic human needs, respect existential and phenomenological forces .

Attachment to the field of nursing work that is based on encouragement from outside of the nurse (eg rewards received if he persists or losses that will be experienced if he decides to leave the field of work) does

not play a significant role in mediating the influence of a pleasant work service climate on the frequency of behavioral emergence nursing care that focuses on the needs of patients.

The fifth hypothesis of this study suggests that work stress (SK) has a negative effect on nurse performance (KP). Based on the results of the PLS analysis presented in Table 1, the effect of work stress (SK) on nurse performance (KP) has a path coefficient of 0.204 with t count = 3.101 or $p = 0.002$. Because the p value < 0.05 , then work stress (SK) has a positive and significant effect on the performance of nurses (KP). The work stress faced by nurses at RSUD Muntilan is currently classified as moderate (57.14%). The highest indicator of work stress is the 2nd indicator (SK2), which is an indicator of "lack of time to complete work assignments". This makes the level of busyness they are very solid, so that triggers the onset of work stress. In this research it is proven that job stress has a negative and significant effect on job satisfaction, meaning, if work stress is getting higher then their job satisfaction tends to decrease. However, work stress experienced by nurses actually proved to have a significant positive effect on nurse performance.

The sixth hypothesis of this study is that Caring Climate has a positive effect on nurse performance through job satisfaction as a mediating variable. Based on the results of the PLS analysis presented in Table 1, the effect of caring climate (CC) on nurse performance (KP) through job satisfaction as a mediating variable has a path coefficient of 0.067 with t arithmetic = 2.005 and $p = 0.046$. Because the p value < 0.05 , the caring climate significantly influences the nurse's performance through job satisfaction (SK) as a mediating variable. Thus the sixth hypothesis of this study was accepted. This could happen because nurses at Muntilan District Hospital who have a foundation of continuous occupational commitment are more focused on working seriously in order to avoid the possibility that they will no longer undergo their profession. Thus, it appears that the orientation of the nurse in question has not been fully directed towards efforts to fulfill the spiritual biopsychosio needs of the patient but rather to fulfill the demands of the task. These conditions allow nurses to keep working seriously in carrying out the service function without having to be supported by a pleasant service climate. Even if the working environment is not conducive to supporting the service function for patients, he will continue to provide Askep, including caring behavior, which is demanded of him as long as it means he does not have to switch professions.

The seventh hypothesis of this study suspects that Caring climate has a negative effect on Employee Performance through work stress as a mediating variable. Based on the results of the PLS analysis presented in Table 1, the effect of caring climate (CC) on nurse performance (KP) through work stress as a mediating variable has a path coefficient of -0.006 with t arithmetic = 0.311 and $p = 0.756$. Because the p value > 0.05 , then the caring climate does not affect the performance of nurses through work stress (SK) as a mediating variable. Thus the seventh hypothesis of this study was rejected or unacceptable. This shows that the work stress faced by nurses actually triggers them to achieve high performance. This is in line with the results of research conducted by Muhammad Khalil Ur Rahman and Nazia Azim [20]. Perhaps this is driven by their anxiety if their performance is not high so they can be laid off, so they will not be employed again for the next period.

V. CONCLUSION

The conclusions presented in response to the formulation of the research problem are:

The influence of Caring climate (CC) on nurse performance (KP) has a path coefficient of 0.448 with t count of 5.380 or $p = 0.000$. Because the p value < 0.05 , the first hypothesis of this study was accepted, which means caring climate (CC) has a positive and significant effect on nurse performance (KP).

The influence of Caring climate (CC) on job satisfaction (KK) has a path coefficient of 0.267 with a t count of 3.087 or $p = 0.002$. Because the p value < 0.05 , the second hypothesis of this study was accepted, which means caring climate (CC) has a positive and significant effect on job satisfaction (KK)

The influence of Caring climate (CC) on work stress (SK) has a path coefficient of -0,027 with t arithmetic = 0.302 or $p = 0.763$. Because the p value > 0.05 , then the third hypothesis of this study was rejected, which means caring climate (CC) has no effect on work stress (SK)

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The influence of work stress (SK) on nurse performance (KP) has a path coefficient of 0.204 with t arithmetic = 3.101 or $p = 0.002$. Because the p value < 0.05 , then work stress (SK) has a positive and significant effect on the performance of nurses (KP)

The influence of caring climate (CC) on nurse performance (KP) through job satisfaction as a mediating variable has a path coefficient of 0.067 with t arithmetic = 2.005 and $p = 0.046$. Because the p value < 0.05 , the caring climate significantly influences the nurse's performance through job satisfaction (SK) as a mediating variable. Thus the sixth hypothesis of this study was accepted.

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