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## THE INFLUENCE OF WORK ABILITY, CARING BEHAVIOR, AND WORK TENURE ON THE PERFORMANCE OF INPATIENT NURSES AT NATAR MEDIKA HOSPITAL, SOUTH LAMPUNG

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### ABSTRACT

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*This study examines the influence of work ability, caring behavior, and length of service on nurses' performance at Natar Medika Hospital, South Lampung. The research employed a quantitative method with a cross-sectional approach and a descriptive correlational design. Data were collected using questionnaires that had been tested for validity and reliability. The findings indicate that work ability, caring behavior, and length of service have a positive and significant effect on nurses' performance. Regression analysis revealed that these three variables account for 44.1% of the performance outcomes, while the remaining percentage is influenced by other factors. In conclusion, enhancing work ability, fostering caring behavior, and providing greater support for nurses with longer tenure can improve overall performance. Hospital management is advised to strengthen training programs, reinforce a culture of caring, and offer additional support to senior nurses.*

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**Keywords:** Nurse Performance, Work Ability, Caring Behavior, Length of Service, Hospital

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### Introduction

Hospitals play a central role in delivering quality health services to the community. The quality of these services is strongly influenced by the performance of nurses, as they are the healthcare professionals who interact directly with patients (Marasco et al., 2018). Nurses are required to work professionally by combining competence, caring attitudes, and strong discipline in order to provide effective and humane care.

Various challenges are still frequently encountered in nursing practice, such as tardiness, leaving work early, lack of active involvement in patient care, and low compliance with standard operating procedures (Huerta et al., 2011). These issues reflect disciplinary problems and suboptimal work behavior, which can potentially reduce service quality and patient satisfaction. Such conditions not only affect the performance of individual nurses but also the image and reputation of the hospital as a whole.

Natar Medika Hospital in South Lampung, a type C hospital under the Abdi Karya Foundation (YADIKA), faces similar challenges. Internal data indicate a growing trend of absenteeism, tardiness, and work behaviors that do not fully meet established standards in recent years. On the other hand, work ability, caring behavior, and years of service are assumed to significantly contribute to nurses' performance.

Although these factors are often highlighted as key determinants of healthcare service quality, empirical studies examining the influence of ability, caring behavior, and length of service on nurses' performance, particularly at Natar Medika Hospital, remain limited. This research gap underscores the importance of conducting a more comprehensive study to identify the factors affecting nurses' performance in inpatient units.

This study aims to analyze the influence of work ability, caring behavior, and years of service on the performance of inpatient nurses at Natar Medika Hospital, both individually and simultaneously (Nadi et al., 2016). The findings are expected to provide theoretical contributions to the development of human resource management and nursing science, as well as practical benefits for designing strategies to improve nurses' performance and ensure the delivery of more optimal healthcare services.

Table 1. Nurse attendance data at Natar Medika Hospital

Year	Nurses total	Description			
		Late/Per Day	%	Come Home Soon/ Day	%
2020	89	5	5.6	6	6.7
2021	92	6	6.5	6	6.5
2022	104	6	5.8	6	5.8
2023	107	7	6.5	8	7.5

Source: processed data, 2024

## Literature Review

### a. *Work Ability*

Work ability refers to the capacity of an individual to perform tasks and responsibilities effectively. (Fassi et al., (2013) defines ability as a combination of knowledge, skills, and experience that enables individuals to carry out their duties efficiently. Sarıköse & Göktepe, (2022), emphasizes that skills consist of both technical and non-technical aspects acquired through learning and development. Broadly, work ability is classified into two main categories: intellectual ability and physical ability (Kibret et al., 2022). Intellectual ability involves cognitive capacity to analyze, make decisions, and solve problems, while physical ability relates to endurance, coordination, and motor skills required to complete tasks (Sarafis et al., 2016). The main factors influencing work ability are knowledge and skills. Employees with strong abilities typically demonstrate characteristics such as mental agility, creativity, conceptual flexibility, originality, and preference for complexity. In nursing practice, work ability indicators include task execution skills, competency assessment, and clinical evaluation. Additional competencies such as teamwork readiness, critical thinking, communication, and time management are also essential for effective nursing (Syair, 2022)..

### b. *Caring Behavior*

Caring behavior reflects nurses' empathy, attention, and commitment in providing holistic patient care. It not only covers physical treatment but also addresses emotional, social, and spiritual (Sarafis et al., 2016). Highlights caring as a fundamental element in fulfilling patients' holistic needs. Jean Watson's Human Caring Theory identifies several key components, such as fostering humanistic values, instilling faith and hope, promoting self-awareness, building trust-based relationships, and supporting emotional expression. Caring also requires nurses to be emotionally present, to listen actively, and to provide psychological support to patients (Suwarno, 2023). The benefits of caring behavior include higher patient satisfaction, improved healthcare quality, and stronger hospital reputation (Bena et al., 2013). Factors influencing caring behavior include individual characteristics, psychological aspects, and organizational environment. Caring also rests upon ethical, contractual, and spiritual dimensions that reinforce professional commitment.

### c. *Work Tenure*

Work tenure refers to the length of time an individual has been employed in an organization (Soares et al., 2019). Is often used as an indicator of experience, loyalty, and contribution. Mosse, (2020) states that tenure represents the accumulation of skills, knowledge, and attitudes acquired throughout one's professional journey. Employees with longer tenure usually possess a deeper understanding of organizational culture and procedures.

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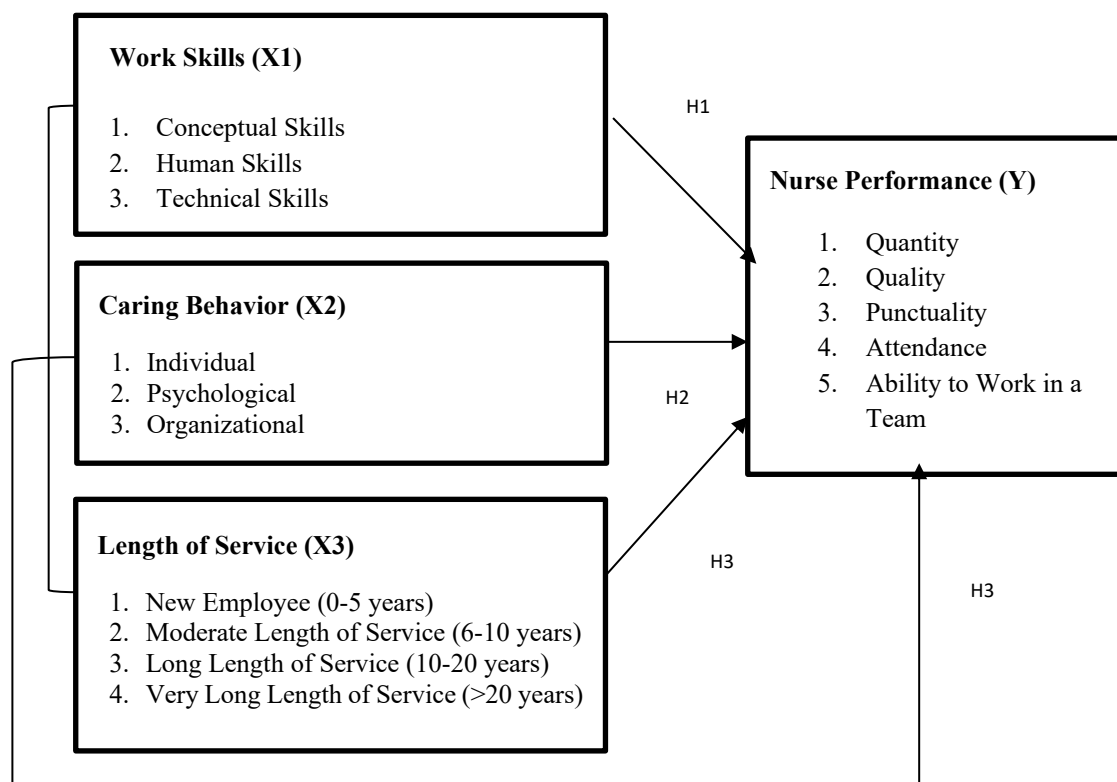
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They serve as valuable resources, often acting as mentors for new employees and ensuring team stability (Nazaripour & Hossain Ranjbar, 2022). Benefits of long tenure include higher confidence, advanced expertise, and greater opportunities for recognition. However, prolonged tenure may also cause stagnation or burnout, thus requiring continuous training and development. Categorizes work tenure into four groups: new tenure (0–5 years), sufficient tenure (6–10 years), long tenure (10–20 years), and very long tenure (>20 years). Indicators of tenure include time commitment, acquired skills, and comprehensive understanding of roles and responsibilities (Foster, 2013).

#### **d. Nurse Performance**

Performance is defined as the outcome of an individual's efforts in fulfilling organizational tasks. Sarıköse & Göktepe (2022), highlights three major determinants of performance: ability, motivation, and opportunity. In nursing, performance reflects the quality of healthcare services provided to patients (Kibret et al., 2022). Indicators of nurse performance include quantity of work, quality of care, timeliness, attendance, and collaboration capacity (Bena et al., 2013). Performance evaluation is essential not only for measuring productivity but also as the basis for decisions related to promotion, compensation, and career development. Benefits of performance assessment include motivating employees, providing constructive feedback, and guiding organizations in designing effective training programs. Factors influencing performance involve personal elements (age, education, marital status, tenure), organizational factors (resources, leadership, structure), and other external conditions (Suwarno, 2023).

#### **e. Theoretical Framework**



**Figure 1. Theoretical Framework**

## Methodology

This study employed a quantitative approach with a descriptive correlational design and a cross-sectional method, aimed at simultaneously analyzing the relationship between work ability, caring behavior, and years of service with the performance of nurses in the inpatient ward of Natar Medika Hospital, South Lampung (Upadhyay, 2023). The choice of this design was based on the need to obtain a comprehensive picture of both the individual and combined influence of the independent variables on nurses' performance within the context of nursing services. The study population consisted of all 48 nurses working in the inpatient ward, and given the relatively small and homogeneous population, the sampling technique used was total sampling, thereby including the entire population as research subjects. The data comprised both primary and secondary sources; primary data were collected through questionnaires containing statements related to work ability, caring behavior, years of service, and nurse performance, while secondary data were obtained from official hospital records, such as nurse attendance, staffing information, and administrative documents. Prior to data collection, the research instrument was tested for validity using Pearson's Product Moment correlation and for reliability using Cronbach's Alpha, to ensure accuracy and consistency of responses. Data analysis was carried out in several stages, beginning with classical assumption tests including normality, linearity, multicollinearity, and heteroscedasticity, in order to verify the suitability of the regression model. Subsequently, multiple linear regression analysis was applied to examine the effect of work ability, caring behavior, and years of service on nurse performance. The t-test was used to assess the partial influence of each independent variable, while the F-test measured their simultaneous effect. Additionally, the coefficient of determination ( $R^2$ ) was calculated to determine the proportion of variability in nurse performance explained by the independent variables. Through this method, the study provides valid empirical evidence regarding the contributing factors to improved nurse performance in inpatient care settings.

## Result And Discussion

### a. Validity Test

The validity test was conducted to evaluate the extent to which the distributed questionnaire could accurately measure the intended constructs. This procedure ensured that each item was appropriate, valid, and reliable as an instrument for collecting research data. In this sense, validity served as a key reference point in assessing the overall quality of the research instrument. In addition, the validity test was applied to examine the interrelationships among the studied variables. In this research, the test was specifically carried out on the variables of work ability (X1), caring behavior (X2), years of service (X3), and nurse performance (Y), ensuring that the instrument effectively represented each variable under investigation.

Table 2. Validity test results

Indicator	Product Moment Pearson's ( $r_{hitung}$ )	$R_{table}$	Description
X1	0,620	>0,2790	Valid
X2	0,86	>0,2790	Valid
X3	0,57	>0,2790	Valid
Y	0,59	>0,2790	Valid

Source: processed data, 2024

Based on the validity test results presented in the table, all indicators related to motivation, work discipline, and employee performance showed Pearson correlation values greater than the r-table value of 0.2790. In addition, the obtained significance level was 0.000, which is lower than the threshold of 0.05. These findings indicate that every indicator in the research instrument is considered valid and therefore suitable for use as a measurement reference in the study. Consequently, the questionnaire can be regarded as a reliable tool for accurately representing the data in line with the research objectives.

**b. Reliability Test**

Table 3. Reliability Test Results

No	Variabel	Cronbach's Alpha	Cut Off	N of Item	Description
1	Ability (X1)	0,881	>0,70	6	Reliable
2	Behavior (X2)	0,931	>0,70	6	Reliable
3	Length of Service (X3)	0,838	>0,70	9	Reliable
4	Nurse Performance (Y)	0,840	>0,70	7	Reliable

Source: processed data, 2024

The reliability test conducted using Cronbach's Alpha confirmed that all research variables were reliable, as each coefficient value exceeded the threshold of 0.70. This result indicates that the measurement instrument consistently captured the intended constructs across the items assessed. In detail, the Work Ability variable (X1) obtained a reliability score of 0.881 based on six items, the Caring Behavior variable (X2) achieved 0.931 with six items, the Years of Service variable (X3) recorded 0.838 with nine items, and the Nurse Performance variable (Y) reached 0.840 with seven items. These values demonstrate that the instrument employed in this study is dependable and appropriate for subsequent data analysis.

**c. Normality Test**

Table 3. Normality Test Results

Kolmogorov-Smirnov Z	0,076
Significance Value Results (2-Tailed)	0,200

Source: processed data, 2024

The normality test using the Kolmogorov-Smirnov method resulted in a Z-value of 0.076 with a significance level of 0.200. Since the significance value is greater than 0.05, the data are considered to follow a normal distribution. This finding indicates that the dataset fulfills the assumption of normality, making it suitable for further analysis using parametric statistical methods. Consequently, the research can proceed with more accurate and reliable statistical testing.

**d. Coefficient Of Determination**

Table 4. Coefficient Of Determination Result

Testing	R	R Square	Adjusted R Square	Std. Error of the Estimate
Test Result	,664 <sup>a</sup>	,441	,403	1,825

Source: processed data, 2024

Based on the results of the statistical test, it was found that the independent variables contributed to nurses' performance. The coefficient of determination (R Square) value of 0.441 indicates that 44.1% of nurse performance is explained by work ability, caring behavior, and years of service, while the remaining 55.9% is influenced by other factors beyond this study. This finding implies that nearly half of the variation in nurse performance can be attributed to these three variables.

**e. Multiple Linear Analysis**

Table 5. Multiple Linear Analysis Results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	8,980	5,070		1,771	,083
1 Ability	,741	,126	,663	2,74	,000
Behavior	-,001	,070	-,002	5,18	,005
Length of Service	,057	,101	,065	3,52	,021

Source: Processed Data, 2024

$$Y = \alpha + \beta_1.X_1 + \beta_2.X_2 + \beta_3.X_3$$

$$Y = 8,980 + 0,341 X_1 + 0,001 X_2 + 0.057 X_3$$

Interpretations:

- The constant value of 8.980 indicates that if all independent variables remain unchanged, the average performance of nurses is expected to reach 8.980. Furthermore, the regression coefficient for work ability (X1) is 0.341, implying that each improvement in work ability contributes to an increase in nurse performance by 0.341.
- The regression coefficient for work behavior (X2) is 0.001, indicating that an improvement in work behavior contributes to an increase in nurse performance by 0.001 units.
- The regression coefficient for length of service (X3) is 0.057, meaning that a longer duration of work experience leads to an increase in nurse performance by 0.057 units.

#### f. T-Test (Partial)

Table 6. Partial t-Test Results

	Variable	T count	T table	Sig Result
1	(Constant)	1,771		,083
	Ability	2,74	2,63	,000
	Behavior	5,18	2,63	,005
	Length of Service	3,52	2,63	,021

Source: Processed Data, 2024

- The t-test result shows that the t-count value of 2.74 is greater than the t-table value of 2.63, with a significance level of  $0.000 < 0.05$ . This finding indicates that nurses' ability has a positive and significant effect on their performance. In other words, the higher the nurses' ability, the better the performance they are able to achieve.
- The t-count value of 5.18 exceeds the t-table value of 2.63 with a significance level of  $0.005 < 0.05$ . This result confirms that caring behavior has a positive and significant effect on nurse performance. Thus, an improvement in caring behavior contributes directly to enhancing the quality of nursing performance.
- the t-test result demonstrates a t-count of 3.52, which is higher than the t-table value of 2.63, with a significance level of  $0.021 < 0.05$ . This means that years of service significantly and positively affect nurses' performance. In other words, the longer the work experience of a nurse, the higher the level of performance achieved.

**g. *f test (simultaneous)***

Table 7. F-Test (Simultaneous) Test Result

	F	Sig.
Test Results	11,556	0,000 <sup>b</sup>

Source: Processed Data, 2024

Based on the results of the study and the statistical tests conducted, several important findings were obtained. The simultaneous test was applied to determine whether the variables under study collectively influenced nurses' performance. The analysis revealed a significance value of 0.000, which is smaller than 0.05, indicating that all independent variables had a significant simultaneous effect on the performance of nurses at Natar Medika Hospital, South Lampung. Furthermore, the F-test provided supporting evidence. According to the testing criteria, when the calculated F-value is greater than the table value, it confirms that the independent variables jointly affect performance. The results showed that the F-table value was 2.72, while the F-calculated value exceeded this threshold. Therefore, it can be concluded that all independent variables exert a significant simultaneous influence on the performance of nurses at Natar Medika Hospital, South Lampung.

**h. Discussion****The Effect of Work Ability on Nurses' Performance**

The findings indicate that work ability has a positive and significant influence on nurses' performance. Nurses equipped with adequate knowledge, technical expertise, and interpersonal skills are more capable of completing their tasks effectively and efficiently. This result aligns with Mangkunegara (2019), who emphasized that ability is a key determinant of work quality. It also supports prior studies by Suryani (2014) and Arifki (2017), which found that nurses' competencies directly improve the quality of nursing services. Therefore, enhancing work ability through continuous training and professional development is essential to ensure optimal performance.

**The Effect of Caring Behavior on Nurses' Performance**

Caring behavior is proven to significantly affect nurses' performance. Caring, which reflects empathy, attentiveness, and compassion towards patients, fosters therapeutic relationships that improve patient trust and comfort. This finding supports Jean Watson's Theory of Human Caring, which highlights the importance of holistic and empathetic approaches in nursing practice. Similarly, it is consistent with the works of Chikmah (2019) and Lestari (2017), which concluded that caring behavior not only increases patient satisfaction but also enhances nursing performance. Thus, caring should be considered not only an ethical aspect of nursing but also a strategic factor in strengthening healthcare quality.

**The Effect of Work Tenure on Nurses' Performance**

Work tenure also demonstrates a positive and significant relationship with nurses' performance. Longer tenure allows nurses to accumulate extensive experience in handling various clinical situations, which contributes to better skills, faster decision-making, and stronger self-confidence. This result is in line with Hasibuan (2014) and Nusran (2018), who argued that longer work experience strengthens competence and professionalism among healthcare workers. However, the study also indicates that long tenure needs to be supported by professional development programs to prevent stagnation or burnout. Therefore, hospital management should provide continuous career development opportunities tailored to nurses' years of service.

**The Joint Effect of Ability, Caring, and Work Tenure on Nurses' Performance**

Simultaneously, work ability, caring behavior, and work tenure collectively have a significant effect on nurses' performance. This suggests that optimal performance is not determined by a single factor, but rather by the synergy between competence, caring attitudes, and work experience. The integration of these three factors creates nursing services that are effective, empathetic, and professional. Hence, strategies to improve nurses' performance should be holistic, involving skill enhancement, reinforcement of caring culture, and career development programs aligned with tenure.

## Conclusions and Suggestions

### a. Conclusions

- a. The results indicate that work ability has a positive impact on nurses' performance, both simultaneously and partially, at Natar Medika Hospital in South Lampung. This implies that the higher the level of ability possessed by nurses, the better their performance outcomes and achievements will be.
- b. Nurses' performance is also influenced by work behavior. The findings reveal that behavior significantly affects performance, both simultaneously and partially. Therefore, if the hospital aims to maximize nurses' performance, it must place emphasis on improving work behavior.
- c. Furthermore, nurses' tenure is found to contribute positively to enhancing their performance over time. The study demonstrates that work tenure exerts a significant and positive influence both simultaneously and partially, indicating that longer tenure has a meaningful effect on nurses' performance.

### b. Suggestions

- a. For Natar Medika Hospital in South Lampung, it is essential to continuously improve nurses' work ability, behavior, and work experience. The researcher's observations revealed that some nurses still arrive late and exceed the designated break time. Therefore, the hospital should regularly provide motivation, particularly through the socialization of standard operating procedures, and implement corrective sanctions to foster greater discipline. In addition, offering rewards or performance bonuses can further encourage positive behavior. These measures are necessary, as ability, behavior, and tenure have been proven to influence nurses' performance.
- b. For future researchers, it is recommended to refine this study by employing different data collection methods, so that the findings can provide new insights compared to previous research conducted at Natar Medika Hospital, South Lampung. It is also advised to include additional variables that may affect nurses' performance.

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