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The Influence of Professionalism, Work-Discipline, and Trust on the Performance of Nurse Paramedics

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Abstract

Professionals play a vital role in the realm of nurse paramedics and are integral to patient care. This study aims to achieve several objectives: firstly, to analyze and elucidate the impact of professionalism on the performance of nurse paramedics; secondly, to analyze and expound upon the influence of work-discipline on the performance of nurse paramedics; and lastly, to analyze and elaborate on the effect of trust on the performance of nurse paramedics at the Regional General Hospital dr. Ishak Umarella. Employing a saturated sampling technique, a total of 86 employees were included as the sample. The data analysis methodology involves the use of the multiple linear regression method, utilizing SPSS software program version 23. The study's findings provide evidence that professionalism significantly influences the performance of nurse paramedics. Additionally, work-discipline significantly affects the performance of nurse paramedics, while trust also holds a significant impact on their performance within the inpatient Health Centers of the Salahutu District. For future researchers, it is recommended to explore alternative data analysis methods and investigate mediation factors, such as Extra-Role Behavior.

Keywords

Professionals, Work-Discipline, Trust, Performance, Nurse Paramedics

1. Introduction

An organization is a group of people who come together to work rationally and systematically (Langley, 1989). It is formed with a vision and mission, driven by the desire to achieve specific goals. In essence, the success or failure of an organization hinges on the expertise and skills of its employees. Such circumstances underscore the importance of having qualified and responsible human resources within every agency. Consequently, employees must be nurtured based on their performance and encouraged to work diligently and with high enthusiasm. Continuous improvement of coaching is essential to enhance employee abilities, including constructive and proactive traits such as initiative, creativity, and adaptable flexibility (Oluwaseun, 2018). Achieving this requires a focus on employee performance, which demands special attention to further enhance their skills. Additionally, work performance is a critical human attribute essential for achieving organizational goals.

According to Locke (1970), performance is the result of an individual's work in carrying out assigned tasks, influenced by factors like skills, experience, sincerity, and time. Employee performance is shaped by their knowledge. To yield good performance, an institution needs an effective system that encompasses not only regulations and standards but also the active involvement of relevant parties, particularly human resources. Involving various stakeholders is crucial for building more advanced institutions, requiring trust among all parties involved. Maintaining trust ensures smooth communication and increased levels of trust among different stakeholders, including the community (Ford et al., 2017).

A common issue that arises is a decline in service quality to the community, characterized by reduced performance at the inpatient Puskesmas in Salahutu District (Janwarin & Matulesy, 2022). This issue is prevalent in many institutions and government agencies, evident in the performance of nurse paramedics. This includes a high percentage of late arrivals to work and a slow execution of tasks in patient care. Based on the internal data by the Salahutu Health Center, nurse paramedics frequently arrive late, some do not attend morning/afternoon coaching sessions, exhibit passivity toward work, lack punctuality in task completion, and leave work during working hours without valid reasons. Addressing this challenge requires leaders to motivate employees to perform optimally.

The inpatient health center in Salahutu District plays a crucial role in providing high-quality services to inpatients, outpatients, and emergency cases. Patients and their accompanying families have raised numerous complaints about issues that occur repeatedly with different patients and families. This underscores the need to study the influence of professionalism, work discipline, and trust on the performance of nurse paramedics at the inpatient health centers in Salahutu District.

Based on this background, the research problem can be formulated as follows: Does professionalism influence the performance of nurse paramedics at inpatient health centers in Salahutu District? Does work discipline impact the performance of nurse paramedics at the inpatient Health Center in Salahutu District? Does trust affect the performance of nurse paramedics at the inpatient Health Center in Salahutu District?

2. Literature Review

Mariana (2020) argues that a profession is an activity that requires individuals to learn scientific disciplines to perform tasks systematically and logically. Conversely, other perspectives, such as the statement by Ormstein et al. (2016), define a profession as a role that demands specific fields of knowledge and skills beyond the reach of the general public. A person is considered a professional when they possess specialized expertise.

Asnawir (2021) contends that a profession can be seen as a field of work that necessitates scientific techniques, procedures, dedication, and a service-oriented approach. This is grounded in solid technical expertise, specific personality traits, and mastery of essential competencies required for task completion. Purwanto (2020) asserts that critical competencies for employees encompass expertise in their field, effective communication, relationship-building, as well as service or community engagement. Asnawir (2016) further states that employee professionalism should encompass professional competence, personal competence, social competence, and the ability to provide humanitarian services.

Davis and Newstrom (2018) define discipline as a management action aimed at enforcing organizational standards. Meanwhile, Mathis and Jackson (2012) describe discipline as a form of training that enforces company regulations. Saydam (2017) characterizes discipline as a procedure to correct or penalize subordinates for violating rules or procedures. Simamora (2017) further explains discipline as a means of promoting employee self-control and implementing organizational policies. According to Saydam (2017), numerous indicators influence employee discipline levels, including adherence to work hours and schedules, compliance with uniform requirements and attributes, participation in obligatory ceremonies, and demonstrating respectful and courteous behavior toward all employees, superiors, and the public.

Trust, according to Ha (2004), extends far beyond a mere feeling or belief; it encompasses all consumer knowledge and conclusions about objects, attributes, and benefits. It is a complex interplay of information and judgments formed over time, including past experiences, reputation, product attributes, and communication efforts. On the other hand, Rousseau et al. define trust as a psychological willingness to accept actions based on expectations of good behavior from others, emphasizing the psychological aspect of trust. It implies a readiness to place confidence in someone or something, crucial in interpersonal relationships and organizational contexts, where trust influences cooperation, information sharing, and risk-taking.

Finally, Maharani (2019) identifies four key trust variables: reliability, honesty, concern, and credibility, providing a structured framework for understanding trust. Reliability speaks to consistent performance, honesty to transparent communication, concern to genuine empathy, and credibility to perceived competence. Together, these perspectives offer a holistic understanding of trust, considering knowledge accumulation, psychological readiness, and specific trust-building attributes.

Handoko (2002) defines performance as work performance, involving the process through which organizations evaluate employee performance. Gomes (2000) characterizes performance as the record of production results within a specific job or activity over a given time period. Performance assessment entails comparing actual performance to established standards and includes various rating levels. Feedback sessions involve discussing supervisor performance and progress, along with plans for improvement. According to Porter (1997), employee performance

indicators encompass quantity of work, quality of work, punctuality, employee efficiency, employee ability, and employee creativity.

3. Research Method

In the realm of employee competence, Purwanto (2020) underscores the critical role of specific competencies across different domains. These domains encompass expertise in substance, effective communication, adeptness in building relations, and the ability to engage in service-oriented and community-focused activities. This comprehensive set of competencies signifies the multifaceted skills and attributes that employees need to possess in order to excel in their roles. Notably, the indicators used to gauge professionalism variables shed light on the dimensions of professionalism itself. Professional competence reflects expertise in one's field. It includes personal competence, social competence, and the ability to provide humanitarian services. Together, these elements constitute a holistic framework for evaluating professionalism.

Poerbaka (2018) delves into the realm of discipline, defining it as the manifestation of an organized and orderly environment fostered within an organizational structure. Discipline emerges when individuals within the organization abide by and respect the established rules, leading to a cohesive and harmonious atmosphere. The indicators of work-discipline serve as guidelines that contribute to maintaining this orderly conduct. These indicators encompass adhering to designated entry and return hours, following usage guidelines diligently, participating actively in essential ceremonies, and displaying appropriate behavior that aligns with the organization's values and standards.

Maharani's (2010) exploration of trust highlights its significance in relationships and its implications for effective performance within an organization. Trust is characterized by one party's confidence in the reliability, durability, integrity, and actions of another party, with the belief that these actions are aligned with the best interests of the trusted party. This foundational belief contributes to a positive and collaborative working environment. Trust is measured through distinct indicators, including reliability, honesty, caring, and credibility, which collectively reveal the level of trust within organizational interactions. Moreover, employee performance evaluation plays a pivotal role in enhancing workforce productivity. This evaluation involves various measurement indicators, such as the quantity and quality of work, timeliness, employee efficiency, ability, and creativity, all of which contribute to a comprehensive understanding of an employee's contributions and potential for growth within the organization.

The study aims to investigate the impact of trust, professionalism, and employee performance. To address the research problems, achieve objectives, and test hypotheses, a survey research design employing a questionnaire was utilized. Population refers to all research subjects within a defined area possessing specific qualities for study. The study population consists of 73 employees at the Regional General Hospital dr. Ishak Umarella.

Similarly, Sugiyono (2009) defines a sample as a subset of the population representing its attributes. Using a saturated sampling technique, all 73 individuals from the population were considered as respondents. Operational definitions were provided to clarify each indicator variable to avoid misunderstandings. The data collected includes quantitative data, such as the count of employees, and qualitative data encompassing research location, organizational structure, and institutional overview. Data collection methods include questionnaires, primarily using closed-ended questions, interviews conducted directly with respondents to gather additional information, and a documentation study involving relevant documents at related institutions.

Prior to hypothesis testing, research instruments and classical assumptions were analyzed. Deviations from classic assumptions were identified: multicollinearity, non-regressive heteroscedasticity, and Best Linear Unbiased Estimation (BLUE). Hypothesis testing utilized Multiple Regression Analysis to assess dependency. Variables were categorized as dependent (Y) and independent (X). The analysis demonstrated the dependent variable's dependence on multiple independent variables. As per Sulaiman (2004), the form of multiple regression analysis is:

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + e$$

Individual impacts of independent variables on the dependent variable were evaluated through t-tests. Hypotheses for the proposed regression model were tested to establish the best multiple regression model.

4. Results And Discussion

In data processing using linear regression, it is carried out to prove the relationship between the independent variables and the dependent variable, namely the influence of professionalism (X1), work-discipline (X2), trust (X3) on the performance of paramedics in nursing (Y). The results of multiple regression calculations can be seen in Table 1.

Table 1. Regression Analysis Results

Variable	Stadardized Coefficients (B)	t-Stat	Sig.	Information
Professional (X1)	0.775	6.685	0.001	significant
Work-Discipline (X2)	0.851	7.773	0.000	significant
Trust (X3)	0.885	7.526	0.000	significant
R	0.752			
R Square	0.524			
Adjusted R Square	0.506			
F-Stat	11.953			
Sign. F	0.000			

The regression model based on the results of the analysis can form a regression equation as follows: $Y = 23.010 + 0.775X_1 + 0.851X_2 + 0.885X_3 + e$

The following is a table showing the results of the t test and the magnitude of the t table at a significance of 5% or $\alpha = 0.05$

Table 2. Hypothesis Testing Results

	Hipotesis	Nilai	Status
1.	Professional has a positive effect on the performance of nurse paramedics	t Stat = 6.685 t tabel = 1.658 Sig = 0.001	(H1 accepted)
2.	Work-Discipline has a positive effect on the performance of nurse paramedics	t Stat = 7.973 t tabel = 1.658 Sig = 0.000	(H2 accepted)
3.	Trust has a positive effect on the performance of nurse paramedics	t Stat = 7.773 t tabel = 1.658 Sig = 0.000	(H3 accepted)

Based on the results of statistical tests, it is evident that professionals have a significantly positive impact on the performance of nurse paramedics at the Regional General Hospital dr. Ishak Umarella. Specifically, the calculated t-value (tstat = 5.413) exceeds the critical t-table value (t table = 1.658), and the p-value (Sig) of 0.011 is less than the significance level of 0.05. Consequently, the research hypothesis positing an influence between professionals and the performance of nurse paramedics in the inpatient Puskesmas of Salahutu District is accepted. In descriptive terms, respondents' responses to the professionalism variable indicate that, on average, they expressed agreement or a positive perception, with a mean value of 4.15.

These findings align with similar studies, such as the one conducted by Probo and Kartika (2008) on the impact of organizational and professional commitment on the performance of internal auditors in public accounting firms in Semarang. Their findings demonstrated a significant positive influence on accountants' performance. Additionally, Andri and Pratiwi's study in 2007 focused on the effects of organizational and professional commitment on employee performance, specifically in the case of the Regional Government of Demak Regency, showing a significant influence of organizational commitment on employee performance.

Similarly, regarding the influence of work discipline on the performance of nurse paramedics at the Regional General Hospital dr. Ishak Umarella, the statistical analysis indicates a significantly positive effect. The t-value (t-stat = 7.773) exceeds the critical t-table value (t table = 1.658), and the p-value (Sig) of 0.000 is lower than the significance level of 0.05. Therefore, the research hypothesis suggesting an influence between work discipline and the performance of nurse paramedics in the inpatient Puskesmas of Salahutu District is accepted.

These findings echo the results of other studies. For instance, Molly's research in 2015 examined the impact of work discipline on employee performance at the Maluku Province Industry and Trade Office. Ferdinandus's study in 2014 revealed the positive effect of work discipline among employees of the Maluku Province Information and Communication Service (Infokom). Additionally, Nurjana's research in 2014 highlighted the effect of discipline implementation on employee performance at the Gorontalo Religious High Court.

Furthermore, with regard to the impact of trust on the performance of nurse paramedics at inpatient health centers in Salahutu District, the statistical analysis confirms a significantly positive relationship. The t-value (t-stat = 7.773) surpasses the critical t-table value (t table = 1.658), and the p-value (Sig) of 0.000 is lower than the significance level of 0.05, supporting the research hypothesis that posits an influence between trust and employee performance. Descriptively, respondents' average responses to the trust variable indicate agreement or a positive perception, with a mean value of 4.04.

These research findings corroborate Usmany's study in 2015, which explored the impact of work ethic and work discipline on employee performance at the Regional Office of the Ministry of Religion of Maluku Province, further supporting the importance of trust and its effects on employee performance across different organizational contexts."

5. Conclusion

The analysis and discussion in the preceding sections lead to the following key conclusions: Firstly, professionalism significantly impacts the performance of nurse paramedics, with a stronger professional ethos corresponding to higher performance levels in the inpatient Health Center within the Salahutu District, confirming the hypothesis. Secondly, work discipline substantially influences employee performance, emphasizing that greater adherence to work discipline leads to enhanced performance among nurse paramedics at the inpatient Health Center in Salahutu District, also confirming the hypothesis. Lastly, trust notably affects employee performance, affirming that higher levels of trust correlate with elevated performance levels among nurse paramedics in the inpatient Health Center within the Salahutu District, once again aligning with the hypothesis.

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