

The Influence of Work Engagement and Knowledge Sharing on Nurse Performance

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Abstract

Human resources who serve as officers or employees in a company or institutional organization are always considered a vital asset for an organization. Performance or work achievement can be interpreted as achieving work results in accordance with the rules and standards that apply to each organization. Performance can also be said to be the result or output of a process. The purpose of this research is to find out directly the influence of work engagement and knowledge sharing on employee performance at RSD dr. Soebandi Jember. The total sample in this study was 171 inpatient nurse respondents with a minimum work period of 3 years. Descriptive analysis is used to determine the respondent's description. Validity test and reliability test for the validity and reliability of research data. Hypothesis testing was also carried out in this research. The research results show that work engagement and knowledge sharing partially have a positive and significant effect on the performance of RSD dr. Soebandi Jember.

Keywords:

Work engagement; Knowledge sharing; Employee performance; Inpatient care.

1. INTRODUCTION

In an organization, what needs attention is its human resources. Human resources are important assets in an organization. Without human resources, no one can move an organization (Azhad et al., 2015). Facing the increasing competition today, every organization is required to continue to improve performance, both individual employee performance and group or organizational performance. For employee performance to be achieved optimally, the organization must be able to optimize knowledge sharing as a form of adaptation that can be done by the organization in facing all forms of adaptation that can be done by the organization in facing all forms of changes in the business environment. Therefore, this study focuses on how the relationship between work engagement, knowledge sharing and employee performance.

Human resource performance is the result of work, both in quality and quantity, achieved by an employee in carrying out his duties in accordance with the responsibilities given to him (Mangkunegara, 2017). Performance is the result of an employee's work during a certain period in an organization or company which will later become an indicator of success (Qomariah, 2020). One of the causes of increased performance can be caused by work engagement. Employee engagement with their work is a condition in which an employee is able to commit to the organization both emotionally and intellectually. (Lockwood, 2003). Work engagement can be defined as the extent to which a person shows self-preference in work tasks to improve the relationship between self and work. Work engagement can be defined as a concept of thought where employees have a sense of attachment to work that can cause them to work more enthusiastically (Bakker & Leiter, 2010). If the work engagement of an employee is high, it can be said that the employee will have a feeling of working better for the company in order to produce performance that is in accordance with the organization's expectations. Research Syafitri & Iryanti (2022) entitled "The Effect of Work Discipline and Job Satisfaction Through Work Engagement on Employee Performance of the Surabaya Main Branch Post Office 60000" shows that work engagement has an effect on employee performance. Meanwhile, research from Qodariah (2019); Rahmayani & Wikaningrum (2022) states that work engagement also has a positive and significant effect on employee performance. Research Setyawati & Nugrohoso

(2019) entitled " HR Practices, Job Crafting and Work Engagement on Employee Performance" states that work engagement was positively related to employee performance. Other studies that also discuss the problem of work engagement with performance was conducted by Albana, (2019); Irwandi & Sanjaya (2022); Justina et al. (2019); Kustya & Nugraheni (2020); Manalu et al. (2021) which resulted in that work engagement was positively related to employee performance. Research by Giovanni (2018) stated that work engagement was positively related to employee performance. Research whose results stated that work engagement had no effect on performance was conducted by (Insan, 2017).

The next factor that can also improve employee performance is knowledge sharing. Knowledge sharing is an application or implementation of knowledge management that is important for achieving a culture of knowledge in an organization. Knowledge sharing is an opportunity dimension that provides employees with the opportunity to engage in sharing knowledge in order to improve performance (Anggita & Kawedar, 2017). Meanwhile, according to Maulana et al. (2018), knowledge plays an important role in the progress of the company. With the implementation of knowledge sharing, it can be ensured that all members of the organization can share their best experiences more easily, create fresh new ideas, and save a lot of time to solve a problem. With knowledge sharing, employees will be able to provide important information and knowledge to help others, solve problems and develop ideas and to work effectively with others. An employee's performance can increase if they have confidence in sharing knowledge (Aristanto, 2017). Research conducted by Maulana et al. (2018) entitled "Analysis of the Influence of Knowledge Sharing in the Implementation of the ISO 9001:2008 Quality Management System on Innovation Performance and Employee Performance" states that knowledge sharing has an effect on employee performance. Research by Arilaha et al. (2018); Anggita & Kawedar (2017); Aristanto (2017); Erwina & Mira (2019); Ferdian & Devita (2020); Firmiansyah (2014); Hamzah (2018); Kandou et al. (2016); Kawiana et al. (2023); Khaerana & Mangiwa (2021); Kim et al. (2014); Maulana et al. (2018); Memah et al. (2018); states that knowledge sharing has effect on employee performance in an organization. Meanwhile, research by Saragih (2017) states that knowledge sharing has no effect on employee performance.

Dr. Soebandi Regional Hospital, Jember is one of the regional hospitals that has a role in improving public health. In order for Dr. Soebandi Regional Hospital, Jember to have more flexible financial management, Dr. Soebandi Regional Hospital changed into a Regional Public Service Agency (BLUD) in stages in 2009 and became a full BLUD in 2011. In 2013, it was appointed as a regional referral hospital covering Jember Regency, Bondowoso Regency, Situbondo Regency, Banyuwangi Regency, Lumajang Regency, Probolinggo Regency and Probolinggo City. As an effort to improve patient quality and safety, Dr. Soebandi Regional Hospital, Jember has implemented SNARS version 1 accreditation with plenary results and LARS DHP accreditation with a Plenary predicate in 2022. Based on performance data at Dr. Soebandi Regional Hospital, Jember in 2019-2023, it was obtained that the performance of employees of the dr. Soebandi Jember is considered to be still not optimal, as presented in Table 1.

Table 1. Performance of RSD dr. Soebandi 2021-2023

No	Indicator	2022	2023	Target (%)
1.	DRILL (Bed Occupancy Rate) (%)	57.39	68.32	100
2.	TOI (Turn Over Interval) (day)	2.58	1.74	0
3.	BTO (Bed Turn Over) (time)	60.67	66.39	100
4.	ALOS (Average Length of Stay) (days)	3.32	3.76	0
5.	GDR (Gross Death Rate) (%)	5.47	4.94	0
6.	NDR (Net Death Rate) (%)	1.58	1.49	0

Source: RSD dr. Soebandi Jember, 2024.

Based on the data in Table 1., it can be seen that there is still a performance realization that is not in accordance with what was planned at RSD dr. Soebandi Jember. Based on the results of previous studies on the relationship between work engagement and knowledge sharing which is associated with employee performance, research needs to be conducted. The objectives of this study are the first to determine the impact of work engagement on employee performance, the second objective is to determine the impact of knowledge sharing on employee performance at RSD dr. Soebandi Jember employees.

2. RESEARCH METHOD

This study is categorized as confirmatory and explanatory research. This is because this study intends to test the relationship between variables and explain the causal relationship (cause and effect) between variables through testing the formulated hypothesis. The influence of the variables in question is the exogenous variable, namely work engagement and knowledge sharing, and the endogenous variable, namely employee performance. This study has 171 samples of inpatient nurses at RSD dr. Soebandi Jember Regency with a work period of more than 3 years. Descriptive analysis is used to determine the description of the

respondents. Validity test and reliability test for the validity and reliability of research data. Hypothesis testing is also carried out in this study, as presented in Figure 1.

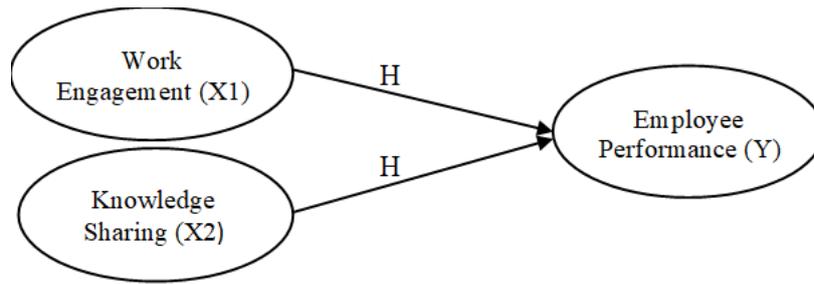


Figure 1. Conceptual Framework

Research Hypothesis: 1) Work engagement has a positive impact on employee performance. 2) Knowledge sharing has a positive impact on employee performance.

3. RESULTS AND DISCUSSION

3.1. Results

3.1.1. Descriptive Analysis Results

Based on gender, 171 people were selected as respondents. The sample in the study was dominated by female respondents, namely 67.3% and the remaining 32.7% respondent male. Based on the level of education of the respondents, it is known that of the 171 respondents sampled in the study, 85 respondents had a D3 education level, 84 respondents had a S1 level and 1 respondent had a S2 level of education. Based on the age of the respondent is known that from 171 Respondent Which made into sample in study 4 between them aged 20–25-year, 42 Respondent aged 25–30-year, 28 Respondent aged 30–35-year, 41 Respondent aged 35-40 year.

3.1.2. Data Validity Test Results

Validity test is conducted so that the measuring instrument used in this study meets the validity requirements of a measuring instrument. To find out whether a measuring instrument is said to meet the validity of a construct, usually a loading factor is used. A construct is said to meet the validity criteria if the loading factor value is above 0.7. Table 2 presents the validity values of the data in this study.

Table 2. Indicator Loading Factor Values

Variable	Indicator	Loading Factor Value	P-value
Work Engagement (X1)	X1.1	0.702	<0.001
	X1.2	0.902	<0.001
	X1.3	0.919	<0.001
Knowledge Sharing (X2)	X2.1	0.584	<0.001
	X2.2	0.725	<0.001
	X2.3	0.818	<0.001
	X2.4	0.828	<0.001
	X2.5	0.763	<0.001
Employee Performance (Y)	Y1.1	0.862	<0.001
	Y1.2	0.846	<0.001
	Y1.3	0.847	<0.001
	Y1.4	0.750	<0.001
	Y1.5	0.800	0.005

Based on the results presented in Table 2, it shows that the values of all indicators with the variables work engagement (X1), knowledge sharing (X2), employee performance (Y) meet the requirements for construct validity.

3.1.3. Reliability Test Results

Testing cronbach's alpha done with objective for show instrument items are relatively consistent or not. The results of calculation cronbach's alpha presented in Table 3.

Table 3. Reliability Test Results (Cronbach's Value) Alpha)

Variable	Cronbach's Alpha Value	Results
Work Engagement	0.796	Reliable
Knowledge Sharing	0.799	Reliable
Employee Performance	0.879	Reliable

Based on Table 3, it can be concluded that all variables in this study meet the requirements for a construct to be reliable.

3.1.4. Influence Test Results Directly

Every path Which tested will show influence direct between work engagement (X1), knowledge sharing (X2) on performance employee (Y) in nursing care stay House Sick dr. Soebandi Jember. In Table 4, the results of the direct effect test of this research are presented.

Table 4. Direct Influence Test

Exogenous Variables	Endogenous Variable	Path Coefficient	P-value	Results
Work Engagement	Employee Performance	0.117	0.06	H1 Rejected
Knowledge Sharing	Employee Performance	0.422	<0.001	H2 Accepted

The results of the direct influence test presented in Table 4 show that all research hypotheses are accepted because all relationships between exogenous variables and endogenous variables have a p-value of less than 0.001.

3.2. Discussion

3.2.1. Work Engagement on Employee Performance

The results of statistical calculations show that the coefficient value of the work engagement variable is 0.117 with a p value of 0.06. The first hypothesis (H1) states that work engagement has a positive impact on employee performance. Based on the results obtained, the first hypothesis (H1) is rejected and H0 is accepted. Thus, it can be concluded that work engagement does not have a positive impact on employee performance in inpatient nurses at RSD dr. Soebandi Jember. The results of this study are not in line with research conducted by Jung & Yoon (2020); Albana (2019); Irwandi & Sanjaya (2022); Justina et al. (2019); Kustya & Nugraheni (2020); Manalu et al. (2021) which showed that work engagement was positively related to employee performance.

3.2.2. Knowledge Sharing on Employee Performance

The results of statistical calculations show that the coefficient value of the knowledge sharing variable is 0.442 with a p value of less than 0.001. The second hypothesis (H2) states that knowledge sharing has a positive impact on employee performance. Based on the results obtained, the second hypothesis (H2) is rejected and H0 is accepted. Thus, it can be concluded that knowledge sharing has a positive impact on employee performance in inpatient nurses at RSD dr. Soebandi Jember. The results of this research are in line with research Arilaha et al. (2018); Anggita & Kawedar (2017); Aristanto (2017); Erwina & Mira (2019); Ferdian & Devita (2020); Firmaiansyah (2014); Hamzah (2018); Kandou et al. (2016); Kawiana et al. (2023); Khaerana & Man giwa (2021); Kim et al. (2014); Rumijati et al. (2018), found research results that there is a significant influence of knowledge sharing on performance.

4. CONCLUSION

Based on the results presented on the previous page, the conclusion of this study is that the first is that the work engagement of inpatient nurses at RSD dr. Soebandi Jember does not have a significant impact on employee performance. The second conclusion is that knowledge sharing by nurses at RSD dr. Soebandi can improve employee performance.

The suggestion that needs to be conveyed to the hospital is to provide an understanding of the importance of work engagement to employees. On the other hand, because knowledge sharing contributes 44.2% to improving employee performance, this needs to get attention that how important it is to share knowledge so that employee performance can improve.

The results of this study have a scientific impact on the development of the field of human resource management related to the concept of work engagement and knowledge sharing as well as employee performance.

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