

## Performance of ASN Nurses during the Covid-19 Pandemic in terms of Self-Efficacy, Altruism, and Interpersonal Communication

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### ABSTRACT

Nurses are at the forefront of overcoming the covid-19 pandemic, so nurses are required to have maximum performance, but in fact performance problems are found in nurses such as feeling unsure about overcoming the pandemic, fatigue, and decreased teamwork due to lack of health workers. This study aims to examine the effect of self-efficacy, altruism and interpersonal communication on the performance of ASN nurses during the Covid-19 pandemic. The subjects in this study were ASN nurses at Yogyakarta Hospital. Data collection uses employee performance appraisal (PKP) through the e-PKP system, self-efficacy scale, altruism scale and interpersonal communication scale. The collected data will then be analyzed using multiple linear regression techniques. The results showed that simultaneously self-efficacy, altruism and interpersonal communication have an influence on employee performance. Subsequent results show that there is no effect of self-efficacy on nurse performance, on the other hand there is an influence of altruism on nurse performance, and there is an influence of interpersonal communication on nurse performance. This research has implications for the importance of attention and increasing altruism and interpersonal communication to encourage nurse performance.

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## BACKGROUND

The World Health Organization (WHO) declared a global emergency regarding the corona virus disease 19 (Covid-19) on January 30, 2020. In Indonesia itself the first case of Covid-19 was confirmed on March 2, 2020 and resulted in widespread spread to 34 provinces in Indonesia. As a step to break the chain of the virus, the hospital as a health service center has technical services with the adaptation of new habits. Hospitals are encouraged to improve services for the prevention and control of COVID-19 infection (Ministry of Health RI, 2020).

Hospitals as the front line in handling Covid-19 are required to provide services of the highest standard, including nursing services. Nursing services are one of the main hospital service standards and have the largest number of personnel. Nurse as wrong one health human resources at the forefront play an important role in improving the quality of health services. Sabir, Arafat, Yusuf (2021) explained the many risk factors that nurses had to face in carrying out their duties during the Covid-19 pandemic, one of which was the mental health of nurses because of the threat of exposure, stigma and workload.

The high demand for services during the pandemic causes the performance of nurses to be important to note. Van, Blaga, Postmes (2015) explain that with performance which good so effectiveness, organization, productivity, and success will increase. This is in line with health services that prioritize effectiveness in work, quality service productivity and success in treatment which will have an impact on patient recovery and satisfaction. The performance of nurses who are not good will have a bad impact on health services and be dangerous for patient safety.

The lack of understanding of how the virus spreads has a psychological impact on the community, including medical personnel

(WHO, 2020). The psychological impact experienced by medical personnel based on information obtained through interviews with ASN health workers at RSUD in Yogyakarta is feeling anxious about being exposed to the virus, feeling unsure about overcoming the pandemic because it is a new phenomenon, unable to work optimally due to fatigue, and teamwork decreased due to lack of health personnel. In fact, as health workers who are at the forefront of dealing with the pandemic, they are required and have a moral burden to be able to provide maximum service to the community.

Employee performance appraisal is one of the instruments to reduce the incidence of medical errors due to medical treatment. Effective teamwork in health care has a positive impact and improves patient safety (Hadi, 2017). The performance appraisal of Yogyakarta City Hospital employees refers to Perwal No. 78 of 2019 concerning employee performance appraisal (e-PKP). This performance appraisal is often referred to as a 360-degree assessment because it involves superiors, colleagues and subordinates in conducting the assessment. An interesting thing, the assessment of work performance in the Yogyakarta City Government is also associated with the provision of additional income, as stated in the Yogyakarta Mayor Regulation No. salary/wages, structural position allowances, general functional position allowances, based on the weight of the position.

Many factors affect the performance of nurses, such as achievement motivation (Amina, 2015), work commitment and personality type (Andria, 2017). The very high workload, the reduced number of nurses due to infection and even death also affects the performance of nurses (Inayah, Solin, Sitepu, 2020). In addition, it was also found that there were factors of self-ability

(skills) and the climate of work relations. The self-efficacy factor is also suspected to be a factor that affects the performance of nurses (Rofi, 2019).

Self-efficacy is the result of the interaction between the external environment, adjustment mechanisms and personal abilities, experience and education (Niu, 2013). In accordance with the research conducted Fajriah and Darokah (2016) that self-efficacy has a significant effect on performance. Likewise in research Goddess (2013) shows self-efficacy has a direct effect on performance. Self-efficacy plays an important role for nurses in carrying out their duties with confidence in the knowledge and skills possessed by nurses to meet patient needs so that they can meet the specified performance. (Martono & Umniyati, 2017).

The peer member management performance factor is a good attitude to help each other between members of the organization to complete the work to the problems that exist for organizational goals. Therefore, these factors are related to the existence of an attitude of altruism, namely attitudes or voluntary actions to help each other for the benefit of others, not solely for oneself. Altruism can affect performance because by helping others, individuals have been able to do their job well first so that their performance is also good.

Afandi (2017) stated that altruism in the world of health is a noble value that must be possessed by all health professions including nurses, prioritizing the needs of patients so that there is good performance, Lubis (2020) also shows that there is a direct influence of altruism on performance, as well as the results of Sih's research (2015) which describes the influence of altruism in improving the performance of nurses.

Another factor that is needed in work is communication between individuals, social and management. One of the factors of good communication skills is

interpersonal communication which functions to convey messages directly to the interlocutor well which will affect individual performance. study Parulian (2014) explained the existence of good interpersonal communication skills resulting in good performance also in nurses. Study Utami (2012) shows good interpersonal communication will improve performance. Nurses must have good communication skills to conduct assessments, convey diagnoses and explain actions to patients and their families so as to encourage maximum performance.

Campbell and Wiernik (2015) Disclosing performance is a collection of behaviors that tend to contribute to organizational effectiveness and is an expected value in organizational behavior. Study Usman (2019) found that the better the interpersonal communication that employees have, the better their performance will be. Utami (2012) also describes the development of employee skills, namely interpersonal communication that will improve performance, and have an impact on the organization. The importance of the performance of nurses is one of them for the welfare of patients, so it is necessary to pay attention to the factors that can improve the performance of nurses.

Previous studies on the performance of health workers examined in general on all employees and under normal circumstances. In this study, researchers will focus on the performance of ASN nurses as government employees and carried out in the COVID-19 pandemic situation so that the results in this study can be used as evaluations to pay attention to their performance. Based on the explanation above regarding the importance of employee performance in ASN in Yogyakarta Hospital, in this study researchers will examine the performance of ASN employees at Yogyakarta Hospital in

terms of self-efficacy, altruism and interpersonal communication.

## RESEARCH METHODS

This study uses a quantitative research design. Data in the form of numbers obtained in further research will be analyzed to examine the effect of self-efficacy, altruism, and interpersonal communication with employee performance. The subjects of this study were ASN nurses in the service section of the Yogyakarta City Hospital 119 people, and the sampling technique used was simple random sampling technique.

Data collection uses a Likert model scale consisting of 5 answer choices. The scale used is the scale of self-efficacy, altruism, interpersonal communication, and employee performance appraisal (PKP) that apply to hospitals.

The scale used has been through testing the validity and reliability and meets

the feasibility of the measuring instrument with the reliability coefficient value of each self-efficacy scale 0.944, altruism scale 0.944, and interpersonal communication scale 0.957.

The data that has been collected will then be analyzed using multiple regression analysis techniques. Previously, the assumption test process was carried out which included the test normality, linearity, and multicollinearity. The software used in the analysis process is SPSS 21.

## RESEARCH RESULTS

The data presented in this study are to provide a general description of the data obtained in the field. The study was conducted at the Yogyakarta City Hospital on May 1-10, 2021 with a total of 119 subjects consisting of 60 male subjects and 59 female subjects aged 25-55 years. The results of the empirical data of this study are as follows.

Table 1. Research Empirical Score

Variable	Min	Max	mean	SD
Employee performance	86.27	97.71	88.26	1.23
Self Efficacy	23	48	36.84	4.37
Altruism	49	80	64.27	7.08
Interpersonal Communication	39	60	47.43	4.65

After knowing the distribution of the total score on each variable, the researcher then tested the assumptions. Results Assumption tests carried out in the early stages yielded the following information:

### Normality test

The normality test aims to test whether in the regression model the confounding or residual variables have a normal distribution. The normality test in

this study was carried out with unstandardized residual values from the regression model using the One Sample Kolmogorov-Smirnov Test. The normality test in the study can be said to be normal if the theoretical and empirical distribution has no difference based on the Z value  $< 1.97$  and the significance value  $> 0.05$ . The results of the normality test can be seen in the following table.

**Table 2. Normality Test Results**

Variable	KSZ	Sig. (p)	Information
Performance			
Self efficacy	0.462	0.983	Normal distribution of data distribution
Altruism			
Interpersonal Communication			

The results of the normality test show the Z value of the self-efficacy, altruism and interpersonal communication variables > 1.97 and the significance value < 0.05, then the normality test has not been met except for the performance variable. Furthermore, the data outliers were examined using the casewise diagnostic method. It is known that there is only one outliers data, and after the normality test has been issued with the

residual value it can be fulfilled with the unstandardized residual value showing a Z value of 0.462 and a value of 0.462. sig 0.983, then the sample in this study is normally distributed.

### Linearity Test

The linearity test showed significant results for each variable, which can be seen in the following table.

**Table 3. Linearity Test Results**

Variable	linearity	SD	Information
Performance-Self-Efficacy	0.230	0.364	linear
Performance-Altruism	0.010	0.265	linear
Performance-Interpersonal Communication	0.004	0.206	linear

### Multicollinearity Test

The multicollinearity test is indicated by the Tolerance value > 0.10 and the Variance Inflation Factor <10. The results of

the multicollinearity test in this study showed that there was no correlation between the independent variables, the results can be seen in the following table:

**Table 4. Multicollinearity Test Results**

Variable	Tolerance	VIF	Information
Self Efficacy	0.614	1,629	There is no multicollinearity
Altruism	0.253	3,956	
Interpersonal Communication	0.214	4,675	

### Hypothesis testing

Based on the results of data analysis, it is known that there is an overall effect of the variables with a score of  $R = 0.263$ ;  $R$  square = 0.069 and  $p$  value = 0.040 ( $p < 0.05$ ) so that the major hypothesis is accepted. This

shows that together there is an effect of self-efficacy, altruism, and interpersonal communication on the performance of ASN nurses in Yogyakarta City Hospital. The results of multiple regression analysis can be seen in the following table.

**Table 5. Effect of self-efficacy, altruism, and interpersonal communication on performance**

Variable	R	R square
$X_1, X_2, X_3 \rightarrow Y$	0.263	0.069

The value of R square is 0.069 when it is presented ( $0.069 \times 100\% = 6.9\%$ ) then the contribution of self-efficacy, altruism and

interpersonal communication to performance is 6.9%, while the remaining

93.1% is a contribution from other factors not examined in this study. this research.

The results of the regression analysis between each independent variable and the

dependent variable can be seen in the table below:

**Table 6. Multiple Regression Result**

Variable	Sig.(p)	Information
Self Efficacy→Performance	0.233	Not significant
Altruism→Performance	0.011	Significant
Interpersonal Communication→Performance	0.005	Very Significant

The effect of self-efficacy on performance is 0.110 with a significance level (p) of 0.233 ( $p > 0.05$ ), which means that there is no effect of self-efficacy on performance.

The results of the analysis of other variables, namely altruism on performance, showed an effect of 0.233 with a significance level (p) of 0.011 ( $p < 0.05$ ), which means that there is an influence between altruism on performance. The higher the altruism, the higher the nurse's performance, and vice versa.

The results of the analysis of interpersonal communication variables on performance show an influence of 0.255 with a significance level (p) of 0.005 ( $p < 0.05$ ), which means that there is an influence between interpersonal communication on performance. The better the interpersonal communication, the higher the nurse's performance, and vice versa.

Based on the results of the data analysis, there is one variable that is not tested. This shows that there is no effect of self-efficacy on nurse performance. On the other hand, altruism and interpersonal communication have an influence on nurse performance.

## DISCUSSION

This study aims to review employee performance on ASN nurses during a pandemic through self-efficacy, altruism and

interpersonal communication. Based on the results of the study, it can be seen that jointly self-efficacy, altruism and interpersonal communication are related to the performance of ASN nurses in Yogyakarta City Hospital, but it can be said that they have not too big an influence. This actually shows that there are many other factors that determine the performance of nurses.

On the other hand, separately, self-efficacy has no effect on nurse performance. The results of this study do not support some of the results of previous studies, such as research from Martono and Umniyati (2017) which states that self-efficacy is related to individual performance. Research from Fismasari and Triana (2017) which states that self-efficacy affects employee performance. Research from Hanun (2013) which also states that self-efficacy is a predictor of employee performance.

During the COVID-19 pandemic situation, health workers, including nurses, experienced difficulties in carrying out procedures for handling Covid-19 patients, but the level of difficulty in the tasks carried out by the workers at the RSUD did not affect the service quality of the RSUD workers. The level of difficulty faced by nurses is not an option to make nurses more developed, the level of difficulty is considered a moral responsibility as a health worker in this pandemic situation. Stress, workload and motivation are factors that

directly influence the performance of nurses (Xiong, Yi, Lin, 2020).

Under normal conditions, self-efficacy and nurse performance are known to have a relationship based on previous research. However, the facts on the ground show that during the pandemic period, the Yogyakarta City Hospital received a lot of critical patients and had to be helped immediately. On the other hand, the number of health workers is very minimal because many are exposed. Nurses' self-efficacy is being neglected because nurses are forced to provide assistance to Covid-19 patients and general patients as their moral responsibility.

The results of this study also state that altruism has an influence on the performance of nurses in Yogyakarta Hospital. It supports previous research conducted by Robert (2013) which states that altruism and employee performance have a significant relationship. The results of this study also support research from Supriadi (2020) which states that altruism has a good influence on employee performance. Other research conducted by Sari et al (2017) also shows the contribution of altruism to teacher performance. Muwarni (2016) also stated that altruism plays a very important role in performance, especially the performance of nurses who are always providing services to patients who are weak and need help. The existence of an attitude of altruism between nurses makes nurses work with a sense of comfort and encourages nurses to have good performance. The existence of an attitude of altruism encourages nurses to have more care and improve good cooperation in carrying out their duties so as to encourage better performance results. It can be said that nurses have altruism and affect the performance of nurses.

In a pandemic situation that has a surge in the number of patients, nurses have a sense of social responsibility to carry out

their duties even though they carry a fairly large risk. This sense of social responsibility will make nurses responsible for their work and nurses will improve the quality of services, such as increasing working hours, providing extra energy to increase speed and accuracy, and learning more to apply good protocols for patients. This is as expressed by several nurses at the Yogyakarta Hospital when interviewed. Nurses believe that even the smallest act of kindness during this pandemic will have consequences. Including when doing good, the good will come back to him and vice versa.

Furthermore, the results of this study stated that interpersonal communication variables have an influence on performance. These results are in line with several previous studies, such as that conducted by Parulian (2014) which states that good interpersonal communication skills will result in good performance as well. Research conducted by Sulistianto (2014) stated that interpersonal communication will be positively related to employee performance. Interpersonal communication has a significant effect on nurse performance (Usman, 2019).

Interpersonal communication factors can also affect performance, because interpersonal communication is a support for nurses' activities in their work, especially in helping and assisting patients (Pieter, 2017). Good interpersonal communication is one of the important things when doing work. During the pandemic the nurse's duty was very high because the number of patients exceeded the hospital's capacity. The lack of equipment requires nurses to build interpersonal communication with other health care nurses as well as with patients and their families. Many problems and medical errors can be solved by effective communication in providing services.

The obstacle that was found during the research was the response factor which was quite long from the respondents due to the state of the service. However, the support from the management and the openness of the respondents encourage the achievement of the expected results.

## CONCLUSION

Self-efficacy, altruism, and interpersonal communication have important contributions in building the performance of hospital nurses. However, there are still many things that need attention in an effort to improve the performance of nurses, especially during the pandemic and after. Each hospital and the nurses who work in it have different characteristics, and this will be one of the determinants of nurse performance.

Related to this, in further research it is necessary to develop various other variables that are thought to have an influence on the performance of hospital nurses. Thus it will be known the factors that have a greater contribution to the performance of nurses.

Practically, for hospitals that want to get high-performing nurses, they can carry out various empowerment programs or other training. The long-term goal is that the hospital as an organization has high performance, is operationally effective and productive.

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