The Effect of Supervision on Nurse Performance with Conflict work as Moderator at Royal Prima Hospital Medan

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Abstract:*Performance is the result of work that can be achieved by a person or group of people in an organization, by their respective authorities and responsibilities to achieve the goals of the organization concerned legally, not violating the law, and by morals and ethics. This study aims to analyze the effect of supervision on the performance of nurses with work conflicts as moderators at Royal Prima Hospital Medan. The research approach used in this study is a quantitative research method. The population in this study was all nurses who worked at Royal Prima Hospital Medan with a total of 377 nurses. The determination of number of samples using a minimum sample of SEM (Structural Equation Modelling) was determined by 100 people. Sampling using a nonprobability sampling method. Data collection resulted in questionnaires and in-person interviews. Test validity using Confirmatory Factor Analysis. Reliability test with Cronbach alpha > 0.70. The data analysis used in this study is a multiple regression analysis model, Coefficient of determination (R2), Test F, and Test t. Partial test results The surveillance variable has a calculated t of 5.044 and a t-table value of 1.66, then the calculated t value of the > t-table at α = 5% (5.044>1.66) with a significant value of 0.004 is less than 0.05 (0.004<0.05), so the H0 research results are rejected and H1 is accepted. The work conflict variable has a calculated t value of 4.778 and a t-table value of 1.66, so the calculated value of the table > t at α = 5% (4.778 > 1.66) with a significant value of 0.001 is smaller than 0.05 (0.01 <0.05), so the results of this study H0 rejected H1 were accepted. The value of the coefficient of determination (Adjusted R Square) is 0.826.This shows that 82.6% of the Performance variable (Y) can be explained by the Supervision variable (X1) and the Work conflict variable (X2), while the remaining 17.4% is a variation of other variables that are not described in this study, for example, compensation, work environment, and so on. In conclusion, the results of partial and simultaneous testing showed that the variables of Supervision (X1) and Work Conflict (X2) had a significant effect on Nurse Performance (Y) at Royal Prima Hospital Medan.*
Keywords:*supervision, conflict, performance, nurses.*

I. INTRODUCTION

The need for health services in hospitals requires human resources who provide quality services (Pioh & Tawas, 2016). In this case, the role of the nurse becomes an important thing because it is related to the development of the patient's health (Rompas Moved Adler Clinton, Tewal Bernhard, 2018); (Pitono & Averus, 2018). No matter how small the mistakes made by nurses can have negative consequences for patients (Fadli, 2021); (Maharani, 2019). Performance is the result of work that can be achieved by a person or group of people in an organization, by their respective authorities and responsibilities to achieve the goals of the organization concerned legally, not violating the law, and by morals and ethics. One of the factors to maintain employee performance well is the presence of supervision. Supervision is a step in planning, setting goals, standards, or implementation goals according to activities (Yuanita, 2015). Supervision helps assess whether planning, organizing, personnel preparation, and briefing have been implemented effectively (Sutedi et al., 2021). Supervision plays an important role in improving the work discipline of nurses (Pambudi, 2018). Supervision has the purpose of improving work discipline, namely to evaluate the performance of nurses in carrying out the main duties of each or duties and functions and responsibilities by regulations and SOPs that have been set (Parlindungan et al., 2021).

Conflict is a conflict that occurs between what a person expects of himself, others, organizations with the reality of what he expects (Lokbere et al., 2017). The things that make a conflict arise due to the coordination of work that is not carried out, the existence of differences in tasks or unclear work, differences in job authority, differences in perceptions, inappropriate incentive competency systems, differences in positions or positions, communication barriers and time pressures, untimely logistics, lack of responsibility in the field, inappropriate and unreasonable regulatory and policy standards (Wenur, 2015).

Nursing as a service or professional upbringing is humanistic, using a holistic approach, carried out based on nursing knowledge and tips, oriented to the objective needs of the client, referring to professional standards of nursing and using nursing ethics as the main demand. Nurses are required to always carry out nursing care correctly or rationally and well (Mokodompit et al., 2021). This study aims to analyze the effect of supervision on the performance of nurses with work conflicts as moderators at Royal Prima Hospital Medan..

II. LITERATURE REVIEW

Supervision is the most essential management function, no matter how well the work carried out without supervision cannot be said to be successful. Supervision is related to actions or efforts to save the company's course towards the desired goal, namely the planned goal (Parlindungan et al., 2021). Conflict can simply be interpreted as a dispute between two parties characterized by showing hostility openly and/or deliberately interfering with the achievement of the goals of the opposing party. In an organization as a result of various kinds of problems in terms of communication, personal relationships, or due to organizational structure problems will reduce the level of work performance and satisfaction of employees whose work is limited (Wenur, 2015). Performance is the result obtained by an organization, both profit-oriented and non-profit oriented organizations that are produced over some time (Situs et al., 2013).

III. RESEARCH METHODS

The research approach used in this study is a quantitative research method. The population in this study was all nurses who worked at Royal Prima Hospital Medan with a total of 377 nurses. The determination of number of samples using a minimum sample of SEM (Structural Equation Modelling) was determined by 100 people. Sampling using a nonprobability sampling method. Data collection resulted in questionnaires and in-person interviews. Test validity using Confirmatory Factor Analysis. Reliability test with Cronbach alpha > 0.70. The data analysis used in this study is a multiple regression analysis model, Coefficient of determination (R^2), Test F, and Test t.

IV. RESULTS AND DISCUSSIONS

Table 1. Descriptive Statistics

Variabel	N	Minimum	Maximum	Mean	Std.Deviation
Supervision	100	22,00	35,00	30,19	2,67
Conflict	100	20,00	35,00	28,55	3,45
Kinerja	100	20,00	37,00	29,23	2,69
ValidN(listwise)	100				

Source: 2022 Research Results (SPSS Processed Data)

Descriptive statistics are concerned with how data can be described (described) or inferred either numerically (e.g. calculating the average of the standard deviations) or graphically (in a table or graphic form) to get a glimpse of the data so that it is easier to read and meaningful. From table 1, above, it can be seen that the average value of Supervision (X1) is 30.19 with a standard deviation of 2.67, and Work Conflict (X2) with an average of 28.55 with a standard deviation of 3.45, as well as Performance (Y) with an average of 29.23 with a standard deviation2.69.

From table 2 below, a multiple linear regression equation can be formulated as follows: Y=10.441+0.426 X1+0.335X2. From such multiple linear regression equations can be explained the following:

a. The value of the constant (a) = 10.441 which means that even though the free variable (X1) namely Supervision and the free variable (X2) namely Conflict is worth 0, the employee performance at Royal Prima Medan Hospital remains as large as 10,441.

b. Coefficient X1(b1) = 0.426 and is positive. Variable supervision of employee performance with a regression coefficient of 0.426 units. This means that every time there is an increase of 1 unit, the performance of employees of Royal Prima Medan Hospital will increase by 0.426 units.

c. Coefficient X2 (b2) = 0.335 and is positive. Variables of work conflicts to employee performance with a coefficient of 0.335 units. This means that every time there is an increase of 1 unit, the performance of employees of Royal Prima Medan Hospital will increase by 0.335 units.

Table 2. MultipleLinear Regression Test Results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std.Error	Beta		
1 (Constant)	10,441	1,786		2.044	.022
Supervision	,426	,078	391	4.552	.003
Conflict	,335	,067	,335	4.266	.007

Source: 2022 Research Results (SPSS Processed Data)

The determonation coefficient (R2) is used to measure how far the model's ability to explain the variation of the dependent variable, where the value of R2 ranges from $0<R^2<1$. The greater the value of the coefficient of determination, the better the ability of the variant of the free variable to describe the bound variable.

Table 3. Coefficient of Determination Test Results

Model	R	RSquare	AdjustedR Square	Std.ErroroftheEstimate
	,884[a]	,826	, 826	2,22567

Source: 2022 Research Results (SPSS Processed Data)

Based on table 3, above, it can be seen that the value of the coefficient of determination (Adjusted R Square) is 0.826. This shows that 82.6% of the Performance variable (Y) can be explained by the Supervision variable (X1) and the Work Conflict variable (X2), while the remaining 17.4% is a variation of other variables that are not described in this study, for example, compensation, work environment, and so on.

Table 4. F-Test Results

Model		Sum ofSquares	Df	MeanSquare	F	Sig
1	Regresion	344,113	2	221,446	66,209	,007[a]
	Residual	453,776	97	4,087		
	Total	797,889	97			

Source: 2022 Research Results (SPSS Processed Data)

Based on table 4. it can be seen that the calculated F value of 66.209 is greater than that of F table 2.70 with a Sig of 0.007<0.05. This indicates that H0 is rejected and H1 is accepted. This means that the Supervision variable (X1) and the Work Conflict variable (X2) simultaneously have a significant effect on employee performance at Royal Prima Hospital Medan.

Table 5. Test Results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std.Error	Beta		
(Constant)	10,455	2,756		5,409	,012
Supervision	,321	,089	,322	5,044	,004
Conflict	,302	,075	,348	4,778	,001

Source: 2022 Research Results (SPSS Processed Data)

Based on table 5 above, it is obtained as follows:
1. Partial Hypothesis Test of Supervision Variables
   The Supervision variable has a calculated t of 5.044 and a t-table value of 1.66, then the calculated t value of the > t-table at α=5% (5.044>1.66) with a significant value of 0.004 is smaller than 0.05 (0.004<0.05), so the results of the H0 study were rejected and H1 was accepted. Thus, it can be concluded that the Supervision variable (X1) partially has a significant effect on Employee Performance (Y) at Royal Prima Hospital Medan.
2. Test the Partial Hypothesis of Work Conflict Variables.
   The work conflict variable has a calculated t value of 4.778 and a t-table value of 1.66, then the calculated value of the table > t at α = 5% (4.778 > 1.66) with a significant value of 0.001 is smaller than 0.05 (0.01 <0.05), so the results of this study H0 rejected H1 were accepted. Thus, it can be concluded that the Work Conflict (X2) variable partially has a significant effect on Employee Performance (Y) at Royal Prima Hospital Medan.

The Effect of Supervision on Employee Performance

The results of the study showed that the Supervision variable partially had a significant effect on the performance of employees of Royal Prima Hospital Medan. The results of this study are in line with the research hypothesis that states Supervision has a significant effect on employee performance at Royal Prima Hospital Medan.The results of this study are in line with Joko's research (2019), which states that the results of the ANOVA t-test obtained supervision results have a positive and significant effect on employee performance, this can be seen from the calculated t value for the Supervision variable on employee performance obtained 5,750 with a significance price of 0.000, this shows that the t value obtained is significant because the significance price obtained is less than 0.05. This means that if Supervision is effective, it will increase employee performance and vice versa if Supervision is ineffective, employee performance will be low (Joko et al., 2019).

Supported by research conducted by Pinoto (2018), stated that supervision of hospital leaders affects the performance of nurses, but the performance of nurses has less influence on the quality of inpatient health services, this is because nurses are still doing other tasks outside of their main duties. One way to improve the performance of employees including nurses in hospitals is to carry out Supervision properly and directedly, meaning that Supervision is carried out in two ways, namely Direct Supervision and Indirect Supervision. The supervision is directly carried out by the leadership of the general hospital so that the leadership of the general hospital directly reviews the nurses in carrying out their work. Meanwhile, Supervision is indirectly carried out to complement the implementation of Supervision which is carried out directly. The implementation of indirect Supervision is a review of the results of administrative work such as written and oral reports, where the results of indirect Supervision are intended to strengthen direct Supervision. However, the disadvantage of this indirect Supervision is that the reported tendency is only things that can please the leadership of public hospitals only(Pitono & Averus, 2018).

The Effect of Work Conflict on Employee Performance

The results showed that the work conflict variable partially had a significant effect on employee performance at Royal Prima Hospital Medan. The results of this study are in line with the research hypothesis that states work conflicts have a significant effect on employee performance at Royal Prima Hospital Medan. The results of this study are in line with the results of Wenur's research (2015) which states that it partially shows that work conflict has a significant effect and work stress does not have a significant effect on employee performance (Wenur, 2015). Likewise, with the results of Julia's research (2016), which stated the results of the regression test between work conflicts, turned out to have a positive and significant effect on employee performance. Where work conflict has a good influence on employee performance. From the results of the partial test, it turned out that there was a positive and significant influence between work conflict and employee performance because it had a Sig value of 0.000 > 0.05. From the test results, it was found that the significant value had a positive effect, namely 1,199 and a Sig value of 0.000 (Julvia, 2016)

However, the results of research by Lokbere (2017), state that works conflicts do not have a significant effect on the performance of PT Bank Papua's work. From the results of the t-test showing results of the t-test in the table above, it can be seen that the significance of the p-value = 0.257 > 0.05, it can be concluded that Ha is rejected and accepts H0 or Conflict (X1) has no significant effect on Employee Performance (Y). Conflict is a problem that occurs between two or more people. It can be caused by differences of opinion or other things that trigger the occurrence of the problem. This is also based on the selfishness of both sides themselves. Which one each other considers himself right, and does not want to hear the opinions of the other. And this is indeed often the case within a working group. Whether it's between employees, staff, or even superiors and subordinates, there are often conflicts in it. Conflict usually arises in organizations as a result of problems in communication, personal relationships, or organizational structure. Conflict is any kind of conflicting or antagonistic interaction between two or more parties. Organizational conflict is an incompatibility between two or more members or groups of organizations that arises because they have to divide limited resources or work activities and or because they have differences in status, goals, values, or perceptions. Conflict is a conflict that occurs between what a person expects of himself, others, and organizations and the reality of what he expects(Lokbere et al., 2017).

V. CONCLUSION

Based on the results of the research and discussion that has been described in the previous chapter, the following conclusions can be drawn:
1. Partial and simultaneous test results show that the variables Supervision (X1) and Work Conflict (X2) have a significant effect on Nurse Performance (Y) at Royal Prima Hospital Medan.
2. The value of the coefficient of determination (Adjusted R Square) is 0.826. This shows that 82.6% of the Performance variable (Y) can be explained by the Supervision variable (X1) and the Work Conflict

variable (X2), while the remaining 17.4% is a variation of other variables that are not described in this study, for example compensation, work environment, and so on.

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