

The Influence of Moral Distress, Vigor, Dedication, and Absorption on Nurse Performance in Deli Serdang Regional General Hospital

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Abstract: Background: *The nurses' performance in providing nursing services is one of the important aspects that become a measure of the success of quality service. Quality nursing services related to moral distress and work engagement.*

Object: *To determine the influence of moral distress and work engagement on the nurses' performance at the Deli Serdang Regional General Hospital.*

Methods: *The study was an analytic survey with a cross-sectional study design. 126 nurses were the sample. The study was using cluster techniques and random sampling. Data analyzed using a multiple logistic regression test.*

Results: *the study indicated that there was an effect on moral distress with a p-value of 0.0001 and work engagement [vigor (p=0.002), dedication (p=0.002), and absorption (p=0.0001)] means that moral distress and work engagement affected nurses' performance, meanwhile the result of multivariate analysis showed that the most dominant variable affecting nurses' performance was moral distress with Exp. (B) 10.256.*

Conclusion: *It is recommended to improve and maintain the quality of nursing services following the standards of nursing care, increase the spirit of high morale at work to increase the quality of performance, increase work dedication to achieve better performance, and increase the concentration of nurses and are serious in carrying out nursing care.*

Keywords: *Moral distress, Work engagement, Nurses' performance*

1. INTRODUCTION

Performance is a result of work achieved by a person in carrying out the tasks assigned to

him/her based on skills, experience and seriousness, and time. In other words, performance is the work achieved by a person in carrying out the tasks assigned to him/her by predetermined criteria [1]. The nurses' performance in providing nursing services is one of the important aspects that become a measure of the success of a health service in creating quality nursing service delivery [2]. The nurses' performance is a very important factor for a hospital because the nurses' performance is a determinant of the success and survival of the hospital [3].

A decrease in the nurses' performance can affect the quality of health services to be not optimal, this is confirmed by the results studies in the Provinces of East Kalimantan, North Sumatra, North Sulawesi, West Java, and DKI Jakarta which were carried out by the Directorate of Nursing Services, Ministry of Health in collaboration with WHO. The result is that 39.8% of nurses still do non-nursing tasks which provide an interpretation of the suitability of the type of work and responsibilities that are carried out in the implementation of nursing care in the hospital and as many as 60.2% give an interpretation of the suitability of the type of work and responsibilities that are carried out in the implementation of nursing care in the hospital [4].

In providing nursing services, nurses often experience practical problems that cause disturbing and stressful situations. A common problem for nurses is moral distress. Moral distress is a situation where a nurse knows the right thing to do, but due to obstacles from the provisions that must be obeyed, the nurse cannot act accordingly [5]. Dickerson [6] said that moral distress is caused by several things that make emotional imbalance occur. Nurses who are unable to provide proper care to patients often exhibit unstable emotional behavior and nurses are also often required to be able to make important decisions under time pressure in providing help to patients who are in emergency conditions.

The study was conducted by Burston [7] showed that around 11% of nurses in the UK experienced moral distress. Also Lerkiatbundit and Borry [8] showed the same results occurred in Thailand were as many as 33%-80% of nurses experienced moral distress. Some of the signs and symptoms of moral distress experienced by nurses are emotional feelings, feelings of guilt, loss of self-esteem, nightmares, sadness, anxiety, and helplessness [9].

Besides moral distress, work engagement is also one of the problems that often occurs in nursing related to the prediction of commitment and intention to stay in the profession [10]. Ching [11] said that work engagement is the level of work experienced by nurses that affect self-esteem and performance. Saxena and Sigh [12] stated that work engagement is related to individual psychology which is important for an individual image. Work engagement is related to personal characteristics as well as traits and tasks that can improve social factors such as

teamwork, participation in decision making, how much nurses support organizational goals, show progress in their work. According to Sierra [13], work engagement is closely related to performance, organizational behavior, and job satisfaction but hurts the intention to change jobs.

2. MATERIAL AND METHODS

The study was an analytic survey with a cross-sectional study design. The study was conducted on 126 nurses who served at the Deli Serdang Regional General Hospital. To measure the performance of nurses, using a performance questionnaire of 18 questions with a score of 28-36 is a good performance category and a score of 1-27 is a bad performance category. To measure moral distress, using a moral distress questionnaire (moral distress questionnaire for clinic nurses: instrument development) totaling 12 questions with a score of 1-12 is a category of experiencing mild moral distress and 13-24 is a category of experiencing severe moral distress. To measure work engagement, use a questionnaire taken from the Utrecht work engagement scales (UWES) test manual.

Data analysis was carried out in 3 stages, namely univariate, bivariate, and multivariate. The univariate analysis explained the results of the study in the form of a description of the frequency distribution of each variable. The bivariate analysis explained the relationship between two different variables using the chi-square test with a significance level of $p < 0.05$. The multivariate analysis explained the influence of the independent variable on the dependent variable.

3. RESULTS

Of 81 people with mild moral distress, 56 nurses (69.1%) had a good performance and 25 nurses (30.9%) had poor performance. Then from 45 people with severe moral distress, there were 5 nurses (11.1%) with good performance, and 40 (88.9%) bad nurses. Based on the chi-square test, the $p\text{-value} = 0.000 < \alpha = 0.05$ mean there was a relationship between moral distress and the performance of nurses at the Deli Serdang Regional General Hospital. The analysis results also obtained a value of RP 6.222, which means nurses with good performance compared to nurses with severe moral distress (Table 1).

Of 55 nurses who had a strong vigor had a good performance as many as 41 people (74.5%) and the nurses' performance was not good as 14 people (25.5%). Then of 71 nurses who had weak vigor, there were 20 nurses (28.2%) who had a good performance, and 51 people (71.8%)

had bad nurses' performance. Based on the chi-square test, the $p\text{-value} = 0.000 < \alpha = 0.05$ mean that there was a relationship between vigor and nurses' performance at the Deli Serdang Lubuk Pakam Regional General Hospital. The analysis results also obtained a value of RP 2.646, which means nurses who had strong vigor had a relationship of 2.646 times with good performance compared to nurses with weak vigor (Table 2).

Of 58 dedicated nurses, 41 nurses (70.7%) had a good performance and 17 nurses (29.3%) had poor performance. Then from 68 nurses who were not dedicated, there were good nurses' performance as many as 20 people (29.4%), and the nurses' performance was not good as many as 48 people (70.6%). Based on the chi square-test, the $p\text{-value} 0.000 < \alpha = 0.05$ means there was a relationship between dedication and the nurses' performance at the Deli Serdang Regional General Hospital. It was also obtained that the value of RP 2.403 means that dedicated nurses had a relationship of 2.403 times with good performance compared to nurses who were not dedicated (Table 3).

Of 57 nurses had a diligent observation, there were 43 good nurses' performance (75.4%) and nurse performance was not good as many as 14 nurses (24.6%). Then, from 69 nurses who had poor absorption, there were 18 nurses (26.1%) who had a good performance and 51 people (73.9%) had poor performance. Based on the chi-square test, the $p\text{-value} = 0.000 < \alpha = 0.05$ means there was a relationship between absorption and the nurses' performance at the Deli Serdang Regional General Hospital. It was also obtained that the value of RP 2.892 means diligent nurses had a relationship of 2.892 times with good performance compared to nurses who were not diligent (Table 4).

Testing of the hypothesis which states that the independent variables, namely moral distress and work engagement (vigor, dedication, and absorption) affect nurses' performance, was carried out by using multiple logistic regression tests with the enter method with a significance value of each variable < 0.05 . The results of the multiple logistic regression analysis also showed that the independent variables were moral distress with a $p\text{-value}$ of 0.000, the vigor with a $p\text{-value}$ of 0.002, dedication with a $p\text{-value}$ of 0.002 and absorption with a $p\text{-value}$ of 0.000, it affected nurse performance. Based on the results of multiple logistic regression analysis, the moral distress variable obtained an OR value of 10,256 at 95% Confidence Interval, which was between 2,980 to 35,300, so it can be concluded that the implementing nurse's moral distress was getting lighter, the probability that 10,256 times the nurse's performance will be good compared to severe moral distress. Vigor obtained an OR value of 5.763 at 95% Confidence Interval, which was between 1,950 to 17,029, so it can be concluded

that the nurse's vigor was getting stronger, it was likely that 5.763 times the nurse's performance will be good compared to weak nurse vigor, the dedication variable obtained an OR value of 5.518 at 95% Confidence Interval, which was between 1,875 to 16,240, so it can be concluded that the more dedicated nurse was likely 5,518 times the nurses' performance will be good when compared to the nurse who was not dedicated and the absorption variable obtained an OR value of 7,268 at 95% Confidence Interval, that was, between 2,480 to 21,306, so it can be concluded that the nurse was more diligent, 7,268 times the nurses performance might be good when compared to the nurse who was not (Table 5).

4. DISCUSSION

The results showed that nurses who had mild moral distress had a good category nurses' performance of 69.1%. Then based on the multiple logistic regression test, it was found that there was a significant influence between moral distress on nurses' performance with a p-value=0.000. Referring to the results of these statistical tests, it can be explained that nurses who had mild moral distress will further improve the quality of nurses' performance and conversely nurses who had severe moral distress will further reduce the quality of nurses' performance. Moral distress is a situation where the nurse makes moral judgments but is unable to act accordingly because there are external barriers or painful feelings or psychological imbalances that arise from the inability to take ethically correct actions. This occurs because of various obstacles, such as limited time and power structures that hinder actions based on ethical and moral principles.

The results of Burston's [6] study show that around 11% of nurses in the UK experience moral distress. The same study by Lerkiatbundit and Borry [7] shows that the same results occur in Thailand where as many as 33-80% of nurses experience moral distress. Ohnishi [14] has surveyed 80 mental nurses at Mental Hospitals in Japan. The survey results show that most mental health nurses experience moral distress. Based on the results of this study, it further explains the high incidence of moral distress in nurses.

The results showed that nurses who had strong vigor had good category nurses' performance by 74.5%. Then based on the multiple logistic regression test, it was found that there was a significant influence between vigor on the nurses' performance with a p-value= 0.002. The results of statistical tests in this study indicated that nurses who had a strong vigor will improve the quality of their performance. However, nurses who had weak vigor will decrease the quality of their performance. Nurse vigor is characterized by a high level of energy and mental

resilience at work, a willingness to invest more effort in work, and persistence in working even when experiencing pain. Nurses who have strong vigor have totality in service to patients. Nurses who have a weak vigor should pay attention and increase their enthusiasm for work because of the totality of service to patients. The vigor state of nurses can indicate positive conditions that are owned by nurses and it is related to important variables in the hospital such as increased customer loyalty, low attendance rates, and increased hospital profits. Through the high vigor (spirit) of nurses, it is hoped that the hospital's performance will increase and further sustainably increase the hospital's profit.

Bakker [15], which defines work engagement as an employee's mental state related to his work which is positive and has the characteristics of vigor, dedication, and absorption. Vigor can be characterized by having high energy and tenacity accompanied by joy, a willingness to put forth maximum effort in completing work which is marked by persistence in facing difficulties. The results showed that the nurses who were dedicated, there was a good category nurses' performance in the Deli Serdang Regional General Hospital of 70.7%. Then based on the multiple logistic regression test, it was found that there was a significant influence between dedication and the nurses' performance at the Deli Serdang Regional General Hospital with a p-value 0.002. The results of statistical tests in this study indicated that a dedicated nurse will improve the quality of their performance. However, nurses who were not dedicated will reduce the quality of their performance.

The dedication of nurses in nursing practice will have a direct positive impact on nursing services because the nurse's performance will directly affect if the nurse has high dedication. This situation requires nurses to maintain high dedication in providing nursing services so that the nurses' performance will be better. Dedicated nurses will be very energized, have a positive attitude and activity, and were willing to be initiative and generate positive feedback for themselves. The nurse will also show enthusiasm for the same game even though they are outside of work. The efforts were made by nurses such as working hard, trying, being fully involved in their work, and focusing on what they are doing by directing all their energy will make a good performance for nurses.

The study was conducted by Berry and Michael [16] examined the effect of work engagement on employee performance and turnover. The study found that dedication positively affects employee performance and is a predictor of employee turnover rates. The study is also in line with Gorgieski and Mariano [17] and Allameh et al. [18] who found that dedication has a positive impact on individual performance and organizational performance.

The results showed that diligent nurses had a good category nurses' performance in the Deli Serdang Regional General Hospital of 75.4%. Then based on the multiple logistic regression test, it was found that there was a significant effect between absorption and the nurses' performance at the Deli Serdang Regional General Hospital with a p-value 0.000. The results of statistical tests in this study indicated that diligent nurses will increase the quality of their performance. However, nurses who were not diligent will decrease the quality of their performance.

Absorption of nurses is a stage marked by the presence of concentration and pleasure as well as the deep interest of nurses when providing nursing services. It is characterized by a feeling of difficulty in letting go of work and feeling that time flies very quickly when performing nursing services. Nurses who are not diligent to pay attention increase absorption as a nurse in work because of the totality of service to patients. Nurses in carrying out their work and profession, nurses are vulnerable to various problems or obstacles. Every day, in doing her service, a nurse is not only related to clients but also relates to the patient's family, patient's relatives, fellow nurses, with doctors and policies in the workplace as well as the workload which is always considered incompatible with the physical, psychological and emotional condition of the nurse. This requires high absorption while providing nursing services.

According to Bakker [15], nurse absorption is someone who is fully concentrated and devoted to his work, where time does not feel fast and it is difficult to separate himself/herself from his/her work. Nurses with high absorption will be able to handle all job demands properly. Absorption from nurses is one of the aspects that a nurse must have because nurses are a job that requires high engagement in service to patients.

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Table 1. relationship between moral distress and nurses' performance at Deli Serdang Regional General Hospital

<i>Moral distress</i>	Nurses' performance				Total		χ^2	<i>p-Value</i>	RP(95% CI)
	Good		Poor						
	f	%	f	%	f	%			
Mild	56	69,1	25	30,9	81	100	38,999	0,000	6,222
Severe	5	11,1	40	88,9	45	100			

Table 2. relationship between vigor and nurses' performance at Deli Serdang Regional General Hospital

<i>Vigor</i>	Nurses' performance				Total		χ^2	<i>p-Value</i>	RP (95% CI)
	Good		Poor						
	f	%	f	%	f	%			
Strong	41	74,5	14	25,5	55	100	26,690	0,000	2,646
Weak	20	28,2	51	71,8	71	100			

Table 3. relationship between dedication and nurses' performance at Deli Serdang Regional General Hospital

Dedication	Nurses' performance				Total		χ^2	<i>p-Value</i>	RP (95% CI)
	Good		Poor						
	f	%	F	%	F	%			
Dedicated	41	70,7	17	29,3	58	100	21,355	0,000	2,403
Not dedicated	20	29,4	48	70,6	68	100			

Table 4. relationship between absorption and nurses' performance at Deli Serdang Regional General Hospital

<i>Absorbtion</i>	Nurses' performance		Total	χ^2	<i>p-Value</i>	RP (95% CI)
	Good	Poor				

	f	%	f	%	f	%			
Diligent	44	75,4	14	24,6	57	100	30,441	0,000	2,892
Not deligent	18	26,1	51	73,9	69	100			

Table 5.the influence of moral distress, vigor, dedication, and absorption on nurse performance in deli serdang regional general hospital

Variabel Independen	Nilai B	Nilai P	Exp (B)	95% C.I.for Exp (B)	
				Lower	Upper
<i>Moral distress</i>	2.328	0.000	10.256	2.980	35.300
<i>Vigor</i>	1.751	0.002	5.763	1.950	17.029
<i>Dedication</i>	1.708	0.002	5.518	1.875	16.240
<i>Absorbtion</i>	1.984	0.000	7.268	2.480	21.306
<i>Constant</i>	-11.404	0.000	0.000		