

## The Influence of Human Relations, Physical Conditions of the Environment on the Work Ethic of Nurses in the Inpatient Installation of Harapan Dan Doa Hospital, Bengkulu City

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### Abstract

*This study aims to describe the variables of human relations, physical conditions of the environment, and work ethic and to see the influence of human relations, physical conditions of the environment on the work ethic of nurses in the Inpatient Installation of Harapan and Doa Hospital, Bengkulu City. The research design used by the author in this study is a quantitative method. The sample in this study was taken from the entire population, namely 91 nurses in the Inpatient Installation of Harapan and Doa Hospital, Bengkulu City. The data analysis of this study used multiple linear regression tests with the SPSS program. The results of the study showed that partially there was a positive and significant influence between human relations on work ethic. This means that if the human relations variable is increased, the nurse's work ethic will increase in line with the increase in nurse human relations, partially there is no influence between the physical conditions of the environment on work ethic. This means that if the physical conditions of the environment are increased, the nurse's work ethic does not increase, and simultaneously there is an influence of human relations and physical conditions of the environment on the nurse's work ethic with a percentage contribution of 38.5% and the remaining 61.5% is influenced or explained by other variables that are not included in the model or outside of this study.*

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## 1. INTRODUCTION

Human Resources (HR) is a major factor for every organization, so organizations need to pay attention to the existence of HR within their organizations (Suryadin & Mistar, 2020). Human resources are a driving factor in organizations because without them, organizational activities cannot run, so there is an urgent need for organizations to have the capacity and quality human resources, especially in the current era of globalization, by being ready to adapt and strengthen themselves in order to compete in facing future challenges in order to achieve organizational goals. In addition, organizations must also be able to maintain good relationships between people within the organization, so that they can work together well to implement the organization's work plan optimally (Najib & Ramlawati, 2018).

Community-oriented organizations are constantly experiencing major and significant changes that are always in line with strategic decisions in building human resources that can work together and preparing comfortable environmental conditions, so that they can create solid work groups in achieving organizational goals (Najib & Ramlawati, 2018).

Employees in organizations certainly have a large role in the sustainability and success of the organization where they work, therefore employee development in organizations must be a concern, so that employees can work optimally and the desired goals of the organization can be achieved. Employee development in organizations is expected to improve the competence of its employees in accordance with the demands of the organization (Terry, 2018). This certainly also includes organizations in the health sector.

Harapan dan Doa Hospital of Bengkulu City is a Hospital owned by the Bengkulu City Government located in Bengkulu City, which is organized based on Bengkulu City Regional Regulation Number 11 of 2013 concerning the Establishment and Formation of the Organizational Structure of the Bengkulu City Regional General Hospital, which was stipulated in Bengkulu on October 22, 2013 and Promulgated on October 24, 2013. In Chapter II Article 3 states that RSUD is a Regional Technical Institution with the management of the Public Service Agency. Furthermore, the Decree of the Mayor of Bengkulu Number 192 of 2016 concerning the Implementation of the Financial Management Pattern of the Regional Public Service Agency of the Bengkulu City Regional General Hospital was stipulated. Over time, the name of the Bengkulu City RSUD changed its name to Harapan dan Doa Hospital of Bengkulu City based on Bengkulu Mayor Regulation Number 46 of 2018 concerning the Determination of the Name of the Bengkulu City Regional General Hospital.

Harapan and Doa Hospital in Bengkulu City to improve services to the community, health services are being developed which include: Emergency Installation, General Polyclinic, Obstetrics and Gynecology Polyclinic, Internal Medicine Polyclinic, Children's Polyclinic, Surgery Polyclinic, ENT Polyclinic, Skin and Venereology Polyclinic, Neurology Polyclinic, Dental Polyclinic, Dental Conservation Polyclinic, Prosthodontics Polyclinic, Dental Laboratory, Nutrition Consultation Polyclinic, Integrated Polyclinic (VCT Polyclinic and Dots Polyclinic), Medical Rehabilitation Installation, Radiology Installation, Hemodialysis Services, Inpatient Services (VIP and VVIP Classes, Classes I-III, Obstetrics, Perinatology, ICU), and Isolation Room.

Current societal demands and future development will continue to increase along with the times, especially in the development of health, science, and technology in the health and nursing fields holistically, so that a fundamental change in perception is needed in the field of nursing and all aspects, especially in the arrangement of nursing practice and the arrangement of nursing education. The emphasis of education is no longer only on mastering the skills to carry out nursing care as part of medical services, but on the growth and development of professional attitudes and skills of a nurse accompanied by a foundation of knowledge, especially adequate nursing science. (Kusnanto, 2019)

In the health sector, especially in the nursing sector, because nursing is a form of professional service or care that has a humanistic nature, uses a comprehensive approach, is implemented based on nursing knowledge and science and is oriented towards patient needs, directly reviews professional nursing standards and makes nursing ethics the main basis for work demands (Nursalam, 2022).

The provision of nursing services is one part of health services in hospitals and hospitals have the responsibility to provide optimal services through nursing staff who have the task of achieving and maintaining quality for 24 hours, with continuity led by nursing leaders as one of the spearheads of the hospital, which requires a system in carrying out nursing actions and consistency of high quality services for patients is determined by high quality health workers. Lack of supervision to ensure that work has been completed and

poor communication between nurses can result in the quality-of-care services to patients declining (Nursalam, 2022).

The research results found that *human relation* influence on work ethic and work environment conditions do not influence work ethic, but together human *relation* and work environment conditions on work ethic (Suryadin & Mistar, 2020). Other studies also found that human *relation*, the physical work environment, has a significant influence on work ethic and the environment is the most dominant factor influencing work ethic (Najib & Ramlawati, 2018). Meanwhile, a study also found that both individually and collectively *human relation* and work environment conditions on work ethic (Sari & Wulandari, 2022).

The work ethic of nurses in providing nursing services to patients at the Inpatient Unit of Harapan dan Doa Hospital in Bengkulu City requires attention because nurses interact directly with patients. Work ethic is influenced by physical (material) factors of the work environment and *Human Relation*. Work ethic itself consists of three main characteristics of work ethic, namely: interpersonal skills, initiative, and reliability (Priansa, 2018). Moekijat further explained the physical (material) factors of the work environment, namely: color, cleanliness, lighting, air ventilation, security, and noise (Moekijat, 2018). The indicators are: *Human Relation* as follows: communication, direction, openness, mutual respect, and loyalty. (Effendy, 2019).

Research (Suryadin & Mistar, 2020) found that partially human *relations* have a significant effect on work ethic, partially the working environment conditions do not have a significant effect on work ethic and simultaneously the variables human *relations* and work environment conditions have a significant influence on work ethic. Then other research also found that *human relation* has the physical work environment significantly influences work ethic, and the environment has the most dominant influence on work ethic (Rini Oktaviani Najib and Ramlawati, 2018). Research by Endang Koslendra and Febsri Susanti, 2022, found that human relations have a positive and significant effect on work ethic, the work environment has a positive and significant effect on work ethic, and human relations and the work environment simultaneously have a positive and significant effect on work ethic.

Research (Atalia et al., 2019) found that interpersonal relationships and leadership have a positive and significant influence on work ethic, while the physical condition of the work environment has a positive but not significant influence on work ethic. Furthermore, research (Herlinah et al., 2021) shows that interpersonal relationships have a positive and significant influence on work ethic. Furthermore, research (Tamsah et al., 2023) found that *human relations* has a positive and significant effect on work ethic and physical environmental conditions have a positive and significant effect on work ethic.

The research results also show that *human relations* do not have a positive and significant effect on work ethic (Annisa et al., 2022). The results of the F-test, or simultaneous analysis of the independent variables (human relations and work environment), show a positive and significant effect on work ethic (Milanie et al., 2029). Furthermore, the results of the T-test study indicate that the work environment has an influence on work ethic (Yantika et al., 2018). Meanwhile, Suryani & Aji (2020) found in their research that *human relations* do not have an influence on work ethic, while the physical condition of the work environment has a positive influence on work ethic.

Based on data from Harapan and Doa Regional Hospital, Bengkulu City in 2023, it shows *Bed Occupancy Ratio* (BOR) or bed occupancy rate of 67.13%, *Average Length of Stay* (AVLOS) or average length of stay of patients) is 2-3 days, *Turn Over Interval* (TOI) or patient turnover time is 1-2 days. Meanwhile, according to the Ministry of Health (2015),

the ideal BOR parameter value is between 60-85%, the ideal AVLOS value is between 6-9 days, and the ideal TOI is around 1-3 days. The data above shows that the BOR achievement is not yet included in the ideal category or is not optimal because it is still in the range of 60-85%. This phenomenon that occurs is evidence of the poor work ethic of nurses in the Inpatient Installation of Harapan dan Doa Hospital, Bengkulu City.

In addition, the work ethic of nurses in the Inpatient Installation of Harapan dan Doa Hospital in Bengkulu City is not good, it can be seen from the interpersonal skills that are still lacking, such as not being friendly and paying attention to patients and not having a strong will in providing services and seen from the initiative, it can be seen from not having high dedication and not being able to adapt to patients in providing services and seen from being reliable, it can be seen that they are still not on time when the shift changes at the Inpatient Installation of Harapan dan Doa Hospital in Bengkulu City.

Because researchers are interested in studying nurses because they are the spearhead of patient care at the inpatient unit of Harapan dan Doa Hospital in Bengkulu City, it is deemed necessary to conduct research on the influence of nurses on patient care. *human relation*, the physical condition of the environment on the work ethic of nurses in the Inpatient Installation of Harapan and Doa Hospital, Bengkulu City.

In general, this research aims to describe the variables *human relation*, physical conditions of the environment, and work ethic and see the influence *human relation* and the physical conditions of the environment on the work ethic of nurses at the Inpatient Installation of Harapan and Doa Hospital, Bengkulu City.

## 2. RESEARCH METHOD

The research design used by the author in this study is a quantitative method. In the quantitative approach to analyzing the influence of...*human relations and* the physical conditions of the environment on the work ethic of nurses at the Inpatient Installation of Harapan and Doa Hospital, Bengkulu City.

The sample in this study was taken from the entire population, namely 91 people. Data analysis in this study used multiple linear regression tests to see the influence *human relation* and the physical conditions of the environment on the work ethic of nurses at the Inpatient Installation of Harapan and Doa Hospital, Bengkulu City.

## 3. DISCUSSION

Based on the results of testing the influence hypothesis/*human relation and* the physical conditions of the environment on the work ethic of nurses at the Inpatient Installation of Harapan and Doa Hospital, Bengkulu City.

### 1. Influence *Human Relations towards Work Ethic*

The results of the study show that partially there is a positive and significant influence between *human relations* work ethic. This means that if the variable-*human relation is* improved, then the nurse's work ethic will increase in line with the increase *human relation* nurse at the Inpatient Installation of Harapan and Doa Hospital, Bengkulu City

Research findings are in accordance with the study research (Suryadin & Mistar, 2020), which found that partially *human relation has* a significant influence on work ethic. This research is then supported by the findings *Human relation* influence work ethic (Rini Oktaviani Najib and Ramlawati, 2018). This research also aligns with research by Endang Koslendra and Febsri Susanti, 2022, which found that *human relations* have a positive and significant effect on work ethic.

Research (Atalia et al., 2019) found that human relations have a positive and significant influence on work ethic. Furthermore, research (Herlinah et al., 2021) showed that interpersonal relationships have a positive and significant influence on work ethic. Furthermore, research (Tamsah et al., 2023) found that *human relations* have a positive and significant effect on work ethic.

However, this research contradicts the research (Annisa et al., 2022), which in its research found that *human relations* does not have a positive and significant effect on work ethic. This finding also contradicts research by Suryani & Aji, 2020, which found that *human relation* does not affect work ethic. This finding is also in line with research (Suryani & Aji, 2020), which found that *human relations* does not have an impact on work ethic.

The findings of this study, when compared with previous research, some found differences or did not support the findings of this study, and some supported that there were no differences or supported the findings of the current study.

Human relations is the skill or ability to work effectively with others. Human relations include a desire to understand others, their needs, weaknesses, talents, and abilities. In a workplace setting, human relations also involves understanding how people work together in groups, satisfying both individual needs and group goals. If an organization is to be successful, relationships between people within the organization must be well-monitored and maintained (Lamberton, Lowell H., 2019). Dimensions of *Human Relations* follows: (Effendy, 2019).

1. Communication. Building teamwork requires communication between team members to achieve common goals. Have you ever imagined what would happen to a team if each member couldn't communicate effectively with the others? No matter how skilled the individuals are, they'll be useless if they can't communicate with each other. They'll simply be a group without a clear direction. Their skills are wasted if they can't communicate with each other.
2. There is direction. Direction (*directing*) is the process of giving tasks, orders, instructions that enable staff to understand the wishes of the organization's leadership and this direction enables staff to contribute effectively and efficiently to achieve goals.
3. Transparency. The openness we will explain means that openness must always be accompanied by wisdom, and too much communication can lead to misunderstandings. Maximum communication (total openness and too much communication) makes it difficult to achieve desired goals, and the interference of others in all activities will hinder the smooth running of predetermined activities.
4. Mutual respect. Employees also desire recognition for their work, even though it's their responsibility to work diligently. For example, rewards like promotions, bonuses, or in-kind gifts are possible. Certain feelings among employees can hinder their enthusiasm for work, so two-way communication is crucial to fostering harmonious relationships between employees and all parties.
5. Loyalty. A workplace can thrive if its employees have a high level of loyalty, and with high levels of loyalty comes a strong desire to remain in their current position.

## 2. The Influence of Physical Environmental Conditions on Work Ethic

The results of the study showed that there was no partial effect between the physical environment and work ethic. This means that if the physical environment variable is

improved, the work ethic of nurses in the Inpatient Unit of Harapan dan Doa Hospital, Bengkulu City, will not improve.

The research findings are in line with A study by Suryadin & Mistar (2020) found that partially, work environment conditions had no significant effect on work ethic. However, this study contradicts the study by Tamsah et al. (2023), which found that physical environmental conditions had a positive and significant effect on work ethic. Meanwhile, Suryani & Aji (2020) found that physical conditions of the work environment had a positive effect on work ethic.

This finding also contradicts the findings of research by (Atalia et al., 2019), (Yantika et al., 2018), (Endang Koslendra and Febsri Susanti, 2022), and (Rini Oktaviani Najib and Ramlawati, 2018) which found that the physical condition of the work environment has a positive but not significant influence on work ethic. This research finding also contradicts that expressed by (Priansa, 2018) who stated that work ethic is influenced by various factors of environmental conditions that support the influence of the people in it to make efforts and take advantage of the environment that can give rise to work ethic.

The findings of this study, when compared with previous research, some found differences or did not support the findings of this study, while others supported no differences or supported the findings of the current study. The work environment is the physical condition in which a person carries out their daily duties, including the condition of the space, both in the office and factory (Siagian, 2020). Meanwhile, Nawawi and Martini stated that: the work environment is a material and non-material (psychological) incentive. Therefore, efforts are needed to create a work environment that is both material and non-material, and it is also necessary to pay attention to the non-physical or psychological work environment (Nawawi and Martini, 2019).

Sarwoto stated that the work environment is the factor outside of humans, both physical and non-physical, in an organization. These physical factors include work equipment, temperature, workplace, crowding and density, noise, and the size of the work space, while non-physical factors include the work relationships formed in the agency between superiors and subordinates and between fellow employees (Sarwoto, 2020). Types of work environments are broadly divided into: 1) Physical work environment. The physical work environment is all the physical conditions around the workplace that can affect employees. The physical work environment consists of several indicators, namely: lighting or light, temperature/air temperature, humidity, air circulation, noise, cleanliness, vibration mechanisms, color schemes, makeup, safety in the workplace and 2) Non-physical work environment. The non-physical work environment is the environment around employees that concerns work relationships, in this case relationships with superiors, to relationships with fellow colleagues (Moekijat, 2018)

Every organization or organization is obliged to provide a good working environment for its employees so that they can work according to the wishes of the organization in an effort to achieve organizational goals (Moekijat, 2018). Furthermore, Moekijat put forward the physical (material) factors of the work environment, namely: 1) Coloring, 2) Cleanliness, 3) Lighting, 4) Air ventilation, 5) Security and 6) Noise (Moekijat, 2018)

### **3. Influence *Human Relations and Physical Conditions of the Environment on Work Ethic***

The results of the study show that there is a simultaneous influence of *human relation* and the physical condition of the environment on the work ethic of nurses in the Inpatient Installation of Harapan and Doa Hospital, Bengkulu City with a percentage contribution of 38.5% and the remaining 61.5% is influenced or explained by other variables that are not included in the model or outside of this study.

The research findings are in line with study research (Suryadin & Mistar, 2020), which found that simultaneously the variables/*human relation and work environment* conditions significantly influence work ethic. This research aligns with research by Endang Koslendra and Febri Susanti (2022), which found that human relations and the work environment simultaneously have a positive and significant effect on work ethic. This research also aligns with the findings of research by Milanie et al. (2029), which found that the independent variables (Human Relations and Work Environment) simultaneously have a positive and significant effect on work ethic.

The findings of this study are also in line with the theory expressed by (Priansa, 2018) which states that work ethic is influenced by various environmental conditions that support the influence of the people in it to make efforts and take advantage of the environment that can give rise to work ethic.

Work ethic is an attitude or belief that directs a person to assess positive work to improve quality, thus influencing work behavior in the workplace. The characteristics of work ethic are: 1) Interpersonal Skills, namely: A person's ability to establish working relationships with colleagues at work or outside the workplace which can be characterized by being polite, always friendly, happy, caring, always pleasant, always cooperative, helpful, liked, always diligent, loyal, neat, patient, appreciative, hardworking, humble, have stable emotions and have a strong will, 2) Initiative, namely: Employees have the drive to improve their performance which can be characterized by working productively, many ideas, taking initiative, ambitious, efficient, effective, enthusiastic, dedicated, work endurance, accurate, thorough, independent, able to adapt, persistent and organized, and 3) Reliable, namely: Indicators of expectations on performance and is an implicit agreement to perform several job functions. An employee who can be characterized is characterized by obeying instructions, obeying regulations, being reliable, trustworthy, careful, honest and punctual (Priansa, 2018)

Work ethic is influenced by various factors, both internal and external, namely: (Priansa, 2018)

#### 1. Internal Factors

- a. Religion. Religion shapes values, beliefs, and behavior; these value systems influence or determine the lifestyles of its adherents. Employees' ways of thinking, behaving, and acting are undoubtedly influenced by their religious teachings. Therefore, if religious teachings contain values that can spur development, they can be effective.
- b. Education. The best education can properly internalize a work ethic, so that individuals will have a strong work ethic. Education is closely linked to the development of character and long-term work ethic, as it is a continuous process. Through good education, employees will develop a strong work ethic.
- c. Motivation. Individuals with a strong work ethic are also highly motivated.
- d. Age. Several studies have shown that employees under 30 years of age have a stronger work ethic than employees over 30.

- e. Gender. Gender is often associated with work ethic. Several experts have published research showing that women tend to have a higher work ethic, commitment, and loyalty to their jobs in organizations than men.
- 2. External Factors
  - a. Culture. A society's cultural value orientation system will influence the quality of its work ethic. Societies with advanced cultural value systems will have a strong work ethic, and vice versa.
  - b. Socio-Political. Whether or not a political structure exists will influence people's motivation to work hard and their ability to fully enjoy the fruits of their labor.
  - c. Environmental Conditions. Geographical conditions favorably influence the people within the area to engage in business and benefit from it, and can even attract newcomers to seek a livelihood in the area. This can foster a strong work ethic.
  - d. Economic structure. Economic structure will influence the level of work ethic. If the state supports national independence and the growth of domestic products, it will encourage its people to develop independence.
  - e. Level of Welfare. Developed and prosperous countries typically have societies with a strong work ethic. This is because it drives a nation to achieve success.
  - f. The Development of Other Nations. The development of technological devices has encouraged many developing countries to emulate the work ethic of other nations.

#### 4. CONCLUSION AND SUGGESTIONS

Based on the research results and discussion, the following conclusions can be drawn:

- 1. Partially there is a positive and significant influence between *human relation* towards work ethic. This means that if the variable *human relation* is improved, then the nurse's work ethic will increase in line with the increase *human relation* nurse at the Inpatient Installation of Harapan and Doa Hospital, Bengkulu City.
- 2. Partially, there is no influence between the physical environment and work ethic. This means that if the physical environment variable is improved, the work ethic of nurses at the Inpatient Unit of Harapan dan Doa Hospital, Bengkulu City, will not improve..
- 3. Simultaneously there is an influence *human relation* and the physical conditions of the environment on the work ethic of nurses at the Inpatient Installation of Harapan and Doa Hospital, Bengkulu City.

The Director of the Hope and Prayer Hospital in Bengkulu City is expected to be able to improve further *human relation* among fellow nurses in the Inpatient Installation of Harapan and Doa Hospital, Bengkulu City, so that the nurses' work ethic can improve in providing patient services, thus having an impact on improving the quality of service and patient satisfaction.

Future researchers are expected to examine other variables that influence work ethic, such as motivation, job satisfaction, discipline, and work stress, as this study found that physical environmental conditions did not partially influence work ethic. Furthermore, further research can add broader theory using different data analysis methods, such as using Smart PLS or Eviews applications.

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