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The Correlation between Social Support and Nurse Performance

Vicky Nur Abdillah^{1*}, Suratmi¹, and Masunatul Ubudiyah¹

¹Department of Nursing, Faculty of Health Sciences, Universitas Muhammadiyah Lamongan, East Java, Indonesia

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Co-Author

Name : Vicky Nur Abdillah

Email :

vickynur134@gmail.com

Affiliation : Department of

Nursing, Faculty of Health

Sciences, Universitas

Muhammadiyah Lamongan,

East Java, Indonesia

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ABSTRACT

Introduction: Nurse performance is an important factor in providing quality health services. One of the factors that contribute to nurse performance is social support, both from colleagues, superiors, and the work environment. High social support can increase motivation, job satisfaction, and the responsibility of nurses in carrying out their duties. The purpose of this study is to determine the relationship between social support and the performance of nurses.

Methods: This study is a correlational research with a crosssectional approach. The population was 88 nurses and sample amounted to 72 nurses who were selected using cluster random sampling technique. Data were collected through the Multidimensional Scale of Perceived Social Support (MSPSS) questionnaire and nurse performance questionnaire and analyzed using the Spearman's rho test.

Results: The results showed that most nurses (87.5%) had a high level of social support, and most (86.1%) had good performance. Based on the results of the ordinal scale statistical test with Spearman's rho, the value of $p=0.000$ ($p<0.05$) and the value of $r_s=0.565$ were obtained which means a moderate relationship.

Conclusion: This suggests that there is a significant relationship between social support and nurse performance. This research reinforces that social support is an important factor in improving nurse performance. Therefore, the hospital management is advised to create a socially supportive work environment to improve the quality of nursing services.

Keywords: Nursing, Performance, Social Support

INTRODUCTION

The ability to complete tasks is the main element in assessing a person's performance. Training, motivation, supervision, leadership, and compensation

systems affect the quality of performance. The activity of providing nursing care to patients is one of the activities carried out by a nurse (Desi & Muhammad, 2021). With a strong basis of encouragement or to

carry out nursing care, a nurse will carry out these activities professionally, this is associated with the performance of the nurse (Lestari & Savitri, 2021).

Based on data World Health Organization (WHO), Indonesia is among the five countries with the lowest performance of nurses (Rahmadhani et al., 2024). The Minimum Service Standard (SPM) set by the Ministry of Health of the Republic of Indonesia requires a patient satisfaction level to reach $\geq 90\%$, but the low performance of nurses threatens to achieve this target (Rahmadhani et al., 2024). A study on nurse performance conducted by Dyrbye et al., (2019) in the United States, the results of 637 nurses surveyed showed that 15.6% had lower performance (Utomo & Pamungkas, 2022). Hospital performance data in several provinces in Indonesia, namely 45%, has performance far from the value standard set by the Indonesian Ministry of Health in 2020 with the ideal number that should be achieved is 70-90%. Meanwhile, according to the 2020 performance report of the Ministry of Health of the Republic of Indonesia, it shows that in East Java, nurses' performance shows a percentage value of 52%, which is still far from the standard (Kemenkes, 2020).

According to Ahmad (2023) Factors that affect nurse performance are divided into three main categories, namely internal, external, and organizational factors. Internal factors include work motivation, health, competence, experience, and resilience, while external factors include social support, workload, environment, and socio-cultural conditions (Azima et al., 2020). The organizational factors include policies, work culture, leadership, reward systems, training, and

communication, all of which are interrelated in determining the quality of nursing services (Mandagi, 2021).

The performance of nurses in hospitals can be deficient if there are several things that affect them, including less effective communication with patients and families, delays in administering medication or responding to patient calls, and non-compliance with safety and hygiene protocols (Wayan, 2017). In addition, incomplete or inaccurate documentation, suboptimal time management, and shortages in technical expertise are challenges that are often encountered in the hospital work environment (DeLaune, 2020). This condition can affect the quality of services provided to patients.

Low performance of nurses is a serious problem in the health care system, which can have an impact on the quality of patient care. Some of the things that have an impact due to low performance of nurses include excessive workload, lack of professional training and development, and lack of motivation due to dissatisfaction with working conditions, such as inappropriate salaries and lack of appreciation for achievements (Silalahi & Siregar, 2021).

Social support is one of the important solutions that can be implemented. Previous research has shown that social support plays an important role in reducing work stress and improving performance, research has shown Hamzah (2023) which suggests that social support can alter the negative impact of work stress on nurses' performance. In addition, the research Ainia (2024) emphasized that social support from peers has a significant relationship with work stress and resilience of health workers.

Research Taylor (2018) shows that support from supervisors, co-workers, and families has a positive impact on nurse performance, especially in relieving Burnout and increase work motivation. In addition, regular professional training and improved communication within the organization can also help improve nurses' competence and job satisfaction (Zaini & 'Azizah, 2024).

Based on the background description above, low performance of nurses has been widely associated with workload factors, lack of professional training, and job dissatisfaction that have an impact on the quality of patient service. Therefore, the researcher was interested in conducting a study titled the relationship between work support and the performance of nurses.

METHOD

The research design used in this study is an analytical correlation with a cross sectional approach. This research will be carried out from April to May 2025. In this study, the population was 88 nurses. Using the cluster random sampling technique, a sample of 72 respondents was obtained which was calculated based on the Cochran formula. The selection of samples was based on 2 criteria, namely inclusion criteria and exclusion criteria. The inclusion criteria include nurses who are willing to be respondents and fill out the informed form.

Nurses who have at least 6 months of work experience, Implementing nurses and Nurses with at least D3 education. The exclusion criteria are Nurses who are on leave, Nurses who are doing study assignments, Head of Room and Nurses who are sick. The independent variable in this study is social support and the

dependent variable is the performance of nurses.

The instrument used to measure social support variables is the MSPSS questionnaire (multidimensional scale of perceived social support). The Work Support Questionnaire has a validity test value of 0.313-0.695 and has been proven to be valid. For Cronbach's alpha value of the nurse performance questionnaire is 0.831 and is already reliable. The MPSS questionnaire consists of 12 question items divided into three subscales including: family, friends and significant others (Laksmita, Chung, Liao, & Chang, 2020). Form statement using skatla liker with a choice of answers (STS) Strongly Disagree: 1, (TS) Disagree: 2, (RR) Undecided: 3, (S) Agree: 4, (ST) Strongly Agree: 5. The scores include Social support low: 12-27, Social support Medium: 28-43, Social support Height: 44-60. In the performance variables of the nurses the instrument used adopted from the results of the research - Nenomataus, 2018. The nurse performance questionnaire has a validity test value of 0.321-0.960 and has been proven to be valid. For Cronbach's alpha value of the nurse performance questionnaire is 0.966 and is already reliable. The questionnaire consists of 28 question items using a likert scale which are scores of 4 (always), 3 (often), 2 (sometimes-cadre), 1 (never). The scores include Performance Under: 28-55, Sufficient: 56-83, Good: 84-112. The data obtained was then analyzed using the Spearman's Test.

RESULTS

Based on table 1 above, it can be explained that of the 72 nurses., almost half (43.9%) of the nurses are female. Most of the

respondents were aged 26-35 years old (59.7%) and almost all of the education level was S1 (83.3%). The length of service category is mostly 2-6 years while in the room category it is mostly 23.6% in poly.

Table 1. Characteristics of Respondents (n:72)

Characteristics	n	(%)
Gender		
Male	26	36.1%
Female	46	63.9%
Total	72	100%
Age		
26-35 Years	43	59.7%
36-45 Years	19	26.4%
46-60 Years	10	13.9%
Total	72	100%
Education Level		
D3	12	16.7%
S1	60	83.3%
Total	72	100%
Long Time Working		
6 months – 1 year	20	27.8%
2 -6 years	52	72.2%
Total	72	100%
Rooms		
Poly	17	23.6%
R.Childcare	5	6.9%
Neonates	6	8.3%
Ok	10	13.9%
IGD	11	15.3%
Isolation	6	8.3%
Anesthesia	2	2.8%
Obgyn	9	12.5%
ICU	6	8.3%
Total	72	100%

Based on Table 2, it can be seen that of the 72 nurses., almost all of them have high social support as many as 63 people (87.5%). In the nurse performance

variable, it can be seen that almost all respondents have good performance, namely 62 people (86.1%).

Table 2. Distribution of social support levels and nurse performance (n:72)

Variable	n	(%)
Social Support		
Low	4	5.6%
Medium	5	6.9%
Height	63	87.5%
Total	72	100%
Nurse Performance		
Less	0	0%
Enough	10	13.9%
Good	62	86.1%
Total	72	100%

Based on Table 3. showed that of the total 72 respondents who had high social support, they showed good performance, which was 81.8% (59 people), while a small number of respondents who had low social support showed sufficient performance, which was 2.8% (2).

Based on the results of the test using the Spearman rho test and the SPSS 27.0 for Windows program, the values $\rho = 0.565$ and $p = 0.001$ ($p < 0.05$), H_1 was accepted, which means that there is a relationship between social support and nurse performance. The strength of the relationship between the two variables is included in the strong category because the value of ρ is in the range of 0.50 - 0.75 It can be concluded that there is a significant and strong relationship between social support and the performance of nurses.

DISCUSSION

Based on table 2. The results of the study showed that almost all nurses. had high social support, high social support

Table 3. Cross-Distribution Analysis of the Relationship between Social Support and Nurse Performance

No.	Social Support	Nurse Performance						Total	
		Less		Enough		Good			
		n	%	n	%	n	%	n	%
1	Low	0	0	2	2.8%	2	2.8%	4	5.6%
2	Medium	0	0	4	5.6%	1	1.4%	5	7%
3	Height	0	0	4	5.6%	59	81.8%	63	87.4%
	Total	0	0	10	14%	62	86	72	100%
Spearman Test <i>Results</i> p= 0.000 <i>rs</i> = 0.565									

was shown in several indicators, the results of the questionnaire were obtained one indicator that stood out in nurses was family support. The indicator with the highest score is indicated by the statement of Family support in carrying out duties as a nurse.

These findings show that the majority of nurses feel that their families provide real support, whether in the form of moral encouragement, an understanding of the demands of work, to assistance in domestic life that allows them to focus on carrying out their professional duties. Based on the theory of social support by House, (2018) This form of support is included in the category of instrumental support that helps individuals carry out their responsibilities more effectively. Nursalam, (2020) emphasized that family support has a central role in stabilizing the emotional condition and work spirit of nurses. Therefore, these results show that the family environment has functioned optimally as the main support system for the nurses.

Research Wahyuni I. P., (2022) Suggests that nurses with strong family emotional support have lower levels of stress and higher job satisfaction. Therefore, these findings show that the emotional relationship between nurses and

families in this study environment is going well. Research Greenhaus T. D., (2021) It also emphasized that family support in decision-making is positively correlated with life satisfaction and work performance. Therefore, these results show the need for an educational approach to nursing families to be more actively involved in supporting the life balance of family members working in the health sector.

Overall, the results of this study show that the social support dimension of the family for nurses. is relatively strong, especially in the form of real and emotional support. family involvement in strategic decision-making related to the life balance of nurses. Institutional interventions and educational programs that actively involve nursing families are strongly encouraged to optimize all aspects of social support that have a direct impact on the psychological well-being and work performance of nurses.

Based on the data in Table 2. Frequency distribution of nurse performance, it is known that almost all nurses. have good performance. Based on the results of this study, the evaluation indicators obtained the highest average score compared to the other four indicators, This value shows that the majority of nurses at the research

site have carried out the nursing evaluation process optimally.

According to Kemenkes RI, (2022), high nursing performance indicators in the evaluation aspect reflect the effectiveness of quality management and continuous training implemented in healthcare facilities. Overall, these findings reinforce the results of the study in general which showed that most nurses were in the good performance category.

These three aspects of the evaluation show that the nurse not only completes administrative tasks, but also carries out her role professionally, reflectively, and responsibly. Thus, the success in this evaluation aspect is proof that the nursing service system. has run according to the standards and principles of quality nursing practice.

Based on table 3. of the Spearman rho statistical test. This suggests that there is a significant and positive relationship between the level of social support and the performance of nurses. In other words, the higher the social support that nurses receive, the better their performance will be. This correlation is in the strong category according to the Guilford criterion.

This indicates that differences in the level of social support have a real impact on the work performance of nursing workers.

These findings support the research hypothesis that there is a link between social support and nurse performance. These results are also in line with previous research by Chiaburu & Harrison, (2020), which found that support from co-workers and superiors increased motivation and work effectiveness in service organizations (Chiaburu & Harrison, 2020).

In the theory of job demands-resources (JD-R) by Bakker & Demerouti (2020.), social support is classified as a job resource that can reduce work pressure and improve performance. This means that social support acts as a buffer against the work stress that nurses commonly face, so that they can still perform high even in high pressure.

Another psychological explanation can be seen from the theory Social Exchange. When nurses feel supported by colleagues and organizations, they will feel a moral obligation to reciprocate by showing good performance. This mutual relationship encourages the creation of a harmonious and productive work environment (Azima et al., 2020).

Factors such as leadership style, role clarity, and team cohesion also help strengthen the relationship between social support and performance. Therefore, hospital management needs to facilitate positive social interaction through team building activities, communication training, and collaborative work policies.

CONCLUSION

Based on the results of the study, it can be concluded that there is a significant and strong relationship between social support and nurse performance.

Based on these results, it is recommended that hospital management actively create a supportive work environment through strengthening a collaborative work culture, improving team communication, and emotional and professional mentoring programs. Family involvement in supporting nurses' work-life balance also needs to be improved through education and cross-sector collaboration. In addition, further research

is recommended to explore other dimensions of social support and other contextual factors that may play a role in nurse performance, such as work stress, workload, education, competence, motivation and managerial leadership.

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