

## **CHAPTER I**

### **INTRODUCTION**

#### **1.1 Background of the Research**

In this era, health is of great concern to the world and has a lot of manpower engaged in health care, especially nurses. WHO's World Health Report 2006: "health workers are all people primarily engaged in actions with the primary intent of enhancing health". This definition includes workers in health service delivery points whose main role is to improve health (such as health facilities operated by government, private or non-governmental organizations). (Mario, 2008)

People's demands for adequate health care is increasing helped provide best services in order to become the number one choice by the public, especially for public hospitals. Quality of nursing care greatly affects the quality of health care (hospital) in the public eye. This happens because nursing is the profession with the highest number, the front and the closest to the patient. One indicator of the quality of nursing services is its role in providing services (Kusnanto, 2004)

I was being a patient use public facility for recovery when I had pain, and fell to services in RS. DR. M. Djamil Padang. One of the largest public hospitals in West Sumatra is RS. DR.M. Djamil, they should provide the best service to all patients, whether public, who use health card or *Jamkesda*. But all becomes a problem when hospital services are not in accordance with the expectations of the patient or the patient's family. And RS.M Djamil not closed of complaints, issues and suggestions from patients and families about the problems of facilities and service by service personnel, especially nurses.

However, the performance of nurses and other health workers are still many complaints by patients and their families. This is evident from the number of input from patients and their families or visitors on hospital care, especially nurses. The condition is very contrary to nursing practice that should continue to

improve the quality of professional services, following the development of science and technology through education and training in accordance with their duties. (Kusnanto, 2004) In the education health workers have been taught about the role of public service personnel, health sciences and has had an internship or practical work experience before being appointed as a health worker. With the stock owned by the health worker should have had the self-efficacy and satisfaction to their job, meanwhile they will be committed to the hospital.

The ability of self-confidence is very important in working within an organization, the benefit for themselves, the organization and also impact to community. Self efficacy is thus related to self confidence but is tied more directly into performing a task. A straightforward implication of self efficacy is that people who think they can perform well on a task do better than those who think they will do poorly. (J.Dubrin, 2005)

One worker in hospital may believe that she can learn how give service to the patient and family or give treatment for illness. Another worker may have strong doubts about his ability to learn how to service to the patient and family or give the treatment for patient illness without taking some formal training or specific treatment training. Self-efficacy has powerful effects on learning, motivation, and performance, because people try to learn and perform only those tasks that they believe they will be able to perform successfully.

Successful performance of employee significant impact by individual commitment. With the highly committed employee will identify with the goals and values of the organization, has a stronger desire to belong to the organization and is willing to display greater organizational citizenship behaviour i.e., a willingness to go over and beyond their required job duties. And if human resources are said to be an organization's greatest assets, then committed human resources should be regarded as an organization's competitive advantage (Ranya, 2009).

Organizational commitment and job satisfaction are important organization behaviour variables that continue to be worthy of investigation. The relationship between organizational commitment and job satisfaction is rather

controversial in the existing commitment literature (Brown and Gaylor, 2001). Although the majority of the literature indicates that job satisfaction is antecedent to organizational commitment, Koslowsky et al (1991) found a high correlation between job satisfaction and organizational commitment but did not find any causality.

Although several studies have examined self efficacy, job satisfaction and organizational commitment in some workforces, least have investigated this construct in health workforces especially at public hospital. In addition, this thesis is to investigate the relationship self efficacy and job satisfaction on employee commitment in RSUP. Dr. M. Djamil Padang.

## **1.2 Problem statements**

Based on the background of the research, the problem statement of this research are:

- a) How does self-efficacy influence organizational commitment in RSUP Dr M.Djamil Padang?
- b) How does job satisfaction influence organizational commitment in RSUP Dr M.Djamil Padang?

## **1.3 Research Objectives**

Based on the problem statement stated above, the objectives of the research are:

1. To identify the relationship between self efficacy and organizational commitment
2. To identify the relationship between self efficacy and organizational commitment

## **1.4 Contributions of the Research**

The following are the contributions of the research:

1. For Public Services Institution, this study can improve insight, gain knowledge and experience of employee in term of giving service can have good self-efficacy , learning point to measure job satisfaction in order to create good working environment and straight with the commitment for giving best performance to the organization
2. The result of this research is expected to help the organization in identifying its competitive advantage
3. For authors, understand about self-efficacy , satisfaction about job and organizational commitment for have good implication in work field
4. The result of this research could be a reference for future researcher who is interested in this subject.

## **1.5 Research Limitations**

This research will be limited to those problems to analyze the existence of psychologist managerial and discipline learning organization in the biggest public health service institution in West Sumatera. Variables for examining self efficacy and job satisfaction of employee limited to Organizational commitment by Allen Mayer (1997). We only sampled one historically Instalasi Bedah RSUP Dr. M. Djamil Padang. Therefore, our findings may not be general to other historically hospital.

## **1.6 Outline of the Research**

Generally, these research analyses are consisting of several chapters systematically as follow:

### Chapter I. Introduction

This chapter explain about the background of the problem, problem identification, research objective and the systematic of writing.

### Chapter II. Literature Review

In this chapter will explain the theoretical basis theories or concepts that underlie the conduct of research that support the objective of the research. There are reviews of previous study and showed the theoretical framework & Hypotheses.

### Chapter III. Research Methodology

Chapter that discussing about the research methodology used in analyzing problem contained research object, population and sample, data collection methods, and the data analysis method.

### Chapter IV. Analysis and Result

This chapter contained overview of Survey Responses, analysis data that author get and discussion of research finding.

### Chapter V. Conclusion, Implication, and Future Research