



The relationship between financial compensation and nurse performance in the emergency room of Hermina Jatinegara Hospital

Ria Anugrahwati^{1*}, Sri Laela², Junita Silitonga³

^{1*), 2, 3} Hermina Health Institute, East Jakarta City, Indonesia

ABSTRACT

Background: Financial compensation is a significant factor influencing nurse motivation and performance, particularly in the Emergency Department (ED), which has a high workload. Adequate compensation is expected to improve the quality of care and nurse job satisfaction.

Objective: To examine the relationship between financial compensation and nurse performance in the Emergency Department of Hermina Jatinegara Hospital.

Methods: This study employed a quantitative design with a cross-sectional approach. The population consisted of all emergency room nurses at Hermina Jatinegara Hospital (n = 28), using a total sampling technique. Data were collected using financial compensation (10 items) and nurse performance (12 items) questionnaires, both of which had been tested for validity and reliability. Data analysis was conducted using univariate and bivariate methods with the Chi-square test ($\alpha = 0.05$).

Results: Most respondents were middle-aged (46.4%), female (78.6%), held either a Diploma III (D3) or Bachelor's (S1) degree in Nursing (50.0% each), and had worked for more than six years (50.0%). The majority of nurses received moderate compensation (53.6%) and demonstrated good performance (53.6%). The Chi-square test results showed a significant relationship between financial compensation and nurse performance ($p = 0.000$).

Conclusion: There is a significant association between financial compensation and nurse performance in the Emergency Department of Hermina Jatinegara Hospital. Implementing fair and proportional compensation policies has the potential to motivate nurses to maintain and enhance their performance quality.

Keywords: Financial compensation, nurse performance, emergency department, cross-sectional

Corresponding author: Ria Anugrahwati
Hermina Health Institute, East Jakarta City, Indonesia
Email: riaanugrahwatusdin@gmail.com

INTRODUCTION

Nurse performance is a key indicator of the quality of nursing care. In the Emergency Department (ER), nurses work in a stressful environment, requiring rapid response, and facing high risks. One factor influencing performance is financial compensation. Adequate compensation can increase motivation, job satisfaction, and loyalty among nursing staff (Mathis & Jackson, 2021; Dessler, 2020). Field evidence suggests that not all nurses receive compensation commensurate with their workload. Preliminary data from the emergency room at Hermina Hospital Jatinegara indicates that some nurses feel their compensation is not commensurate with the responsibilities they carry. This can impact their motivation and work performance. Previous research has shown a significant relationship between financial compensation and nurse performance (Sari et al., 2021; Putri & Handayani, 2020). However, several studies have also found that work environment and leadership factors are more dominant than compensation (Ananda & Yusuf, 2019). These differing findings highlight the need for further research in different contexts and locations. The aim of this study was to analyze the relationship between financial compensation and nurse performance in the Emergency Department of Hermina Jatinegara Hospital.

RESEARCH METHOD

Design: Quantitative research with a cross-sectional approach. Location & Time: Emergency Department of Hermina Jatinegara Hospital, August–October 2024. Population & Sample: All emergency department nurses (n=28) using a total sampling technique. Instruments: Financial compensation questionnaire (10 items; Likert scale 1–4; low category ≤10, moderate 11–21, high 22–40) . Nurse performance questionnaire (12 items; Likert scale 1–4; poor category 12–23, sufficient 24–35, good 36–48). Both instruments have been tested for validity and reliability ($\alpha = 0.78$ for compensation; $\alpha = 0.89$ for performance). Data Analysis: Univariate for frequency distribution; bivariate using Chi-Square test ($\alpha = 0.05$). Ethics: Approved by the Health Research Ethics Committee of Hermina Jatinegara Hospital.

RESULTS OF STUDY

Table 4.1.1
Distribution Respondents Based on Characteristics Respondents (age, type sex, education, and length of service) at the Emergency Room of Hermina Jatinegara Hospital year 2025 (n=28)

No	Variables	Frequency	Percentage
1	Age		
	a. Early adulthood (20-30 years)	9	32.1
	b. Middle adulthood (31-40 years)	13	46.4
	c. Late adulthood (41-50 years)	6	21.4
2	Gender		
	a. Man	6	21.4
	b. Woman	22	78.6
3	Education		
	a. D3 Nursing	14	50.0
	b. S1 Nursing	14	50.0
	c. Master of Nursing/Health	0	0.0
4	Length of working		
	a. PK 1 (1-3 years)	2	7.1
	b. PK 2 (4-5 years)	12	42.9
	c. PK 3 (> 6 years)	14	50.0

Based on table 4.1.1 above, most of respondents aged category mature middle (31-40 years), namely as many as 13 respondents (46.4%). Respondents most is respondents of various types of sex Woman that is as many as 22 respondents (78.6%). Total respondents who have a D3 nursing education and a S1 nursing education are the same Lots namely 14 respondents (50.0%) each. In general respondents have long working experience PK category 3 (> 6 years) , namely as many as 14 respondents (50.0%).

Table 4.1.2
Distribution Respondents Based on Compensation Financial In Emergency Room House Sick Hermina Jatinegara Year 2025 (n=28)

Financial Compensation		Frequency	Percentage
a.	Low	3	10.7
b.	Currently	15	53.6
c.	Tall	10	35.7
Total		28	100

Based on table 4.1.2 above, it shows that the majority of nurses working in the ER received moderate financial compensation, namely 15 respondents (53.6%).

Table 4.1.3
Distribution Respondents Based on Performance Nurse In Emergency Room House Sick Hermina Jatinegara Year 2025 (n=28)

Nurse Performance		Frequency	Percentage
a.	Not enough	3	10.7
b.	Enough	10	35.7
c.	Good	15	53.6
Total		28	100

Based on table 4.1.3 above , it shows that the majority of nurses' performance is in the good category in the Emergency Room of Hermina Jatinegara Hospital, namely 15 respondents (53.6%).

Table 4.1.4
Connection Compensation Financial With Performance Work Nurse In Emergency Room House Sick Hermina Jatinegara Year 2025 (n=28)

Financial Compensation	Nurse Performance						Total	P value
	Not enough		Enough		Good			
	n	%	n	%	n	%		
Low	3	100	0	0.0	0	0.0	3	100
Currently	0	0.0	8	53.3	7	46.7	15	100
Tall	0	0.0	2	20.0	8	80.0	10	100
Amount	3	10.7	10	35.7	15	53.6	18	100

Table 4.1.4 obtained that from total 3 respondents Which give evaluation compensation financial In the low category, the performance of most nurses was in the poor category, as many as 3 respondents (100%). Of the total of 15 respondents who assessed financial compensation as being in the moderate category, the performance of most nurses was in the adequate category, namely 8 respondents (53.3%) rated financial compensation as high. Of the 10 respondents who rated financial compensation as high, the majority of nurses' performance was good, namely 8 respondents (80.0%). The statistical test results obtained a P value. = 0.000 ($\alpha < 0.05$) then it can be concluded that there is a relationship between financial compensation and nurse performance in the Emergency Room of Hermina Jatinegara Hospital.

DISCUSSION

This study found a significant relationship between financial compensation and nurse performance. These results are consistent with Sari et al. (2021) and Putri & Handayani (2020), who stated that compensation influences motivation and performance. Adequate compensation can increase compliance with SOPs, provide more empathetic service, and increase organizational loyalty. However, a small proportion of nurses still perform adequately or poorly despite receiving moderate to high compensation. This suggests that other factors such as the work environment, workload, leadership, and intrinsic motivation also influence performance (Ananda & Yusuf, 2019; Wulandari, 2020). In the emergency department, high workloads and occupational risks should be balanced with adequate compensation. Evaluating performance-based incentive policies can be a strategy to motivate nurses.

CONCLUSION

There is a significant relationship between financial compensation and nurse performance in the Emergency Department of Hermina Jatinegara Hospital ($p=0.000$).

Suggestion

1. Management Hospital: Evaluation policy compensation in a way periodically and consider giving incentive-based performance.
2. Nurse: Maintain performance optimal with follow training emergency and management stress.
3. Researchers Furthermore: expansion study with amount sample bigger and consider factor environment work, leadership, and motivation.

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