

The Influence of Communication, Self Esteem and Self Efficacy on Nurse Performance at H. Abdul Manan Simatupang Kisaran General Hospital

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Abstract

This study aims to determine the simultaneous and partial effect of Communication, Self Esteem and Self Efficacy on Performance. The number of samples is 50 respondents. The F-test produces a value of $F_{count} (26.524) > F_{table} (2.81)$, meaning that simultaneously communication, self-esteem, self-efficacy have a significant effect on improving nurse performance. The results of the t-test, partially $t_{count} (8.818) > t_{table} (2.01174)$ and significance value ($0.023 < 0.05$) means that communication has a positive and significant effect on performance. The $t_{count} (2.445) > t_{table} (2.01174)$ and the significance value ($0.021 < 0.05$) means that partially self-esteem has a positive and significant effect on performance. The $t_{count} (2.346) > t_{table} (2.01174)$ and the significance value ($0.017 < 0.05$) means that partially self-efficacy has a positive and significant effect on performance. The R²-test produces a coefficient of determination equal to communication, self-esteem and self-efficacy is able to explain the performance of 61%, while the remaining 39% is explained by other variables not included in this study.

Keywords: Communication, Self Esteem, Self -Efficacy, Performance

INTRODUCTION

Human resource management plays a very decisive role in the life of an organization. Human Resources (HR) is the most valuable asset in the company, so that humans are the most important element in managing all the resources owned by the company.

In carrying out the operational functions of human resource management (HRM), a leader must not only know the potential of his employees, but is also expected to be able to design a certain formulation that is applied to existing human resources.

H. Abdul Manan Simatupang Regional General Hospital (RSUD HAMS) is one of the hospitals in Asahan Regency. HAMS Hospital is a business entity belonging to the Asahan District Government which provides short-term and long-term medical services consisting of observation, diagnostic, therapeutic and rehabilitative measures for people who are sick, injured and for those who give birth.

According to Law No. 44 of 2009, a hospital is a health service institution that provides inpatient, outpatient and emergency services. HAMS Hospital requires nurses to support the running of medical services, therefore good nurse performance is needed in providing services.

Table 1. Recapitulation of HAMS Hospital Patients in 2023

No.	Nama Ruangan	Jumlah Pasien					
		BPJS			Non BPJS		
		Januari	Februari	Maret	Januari	Februari	Maret
1	Ruang Mawar	25	23	27	10	7	8
2	Ruang Melati	21	20	19	9	10	11
3	Ruang Rawat Inap	18	17	18	9	9	12
4	Ruang Anyelir	22	19	24	5	7	6
5	Ruang Kecubung	19	19	23	6	6	5
6	Ruang Flamboyan	20	21	21	7	5	5
7	Ruang VIP Zamrud	18	19	18	7	8	6
8	Ruang IGD	14	15	13	5	7	8
9	Ruang Bogen Ville	11	13	10	5	4	8
10	Ruang ICU	7	6	9	6	7	8
11	Ruang Perina	12	11	17	15	17	18
12	Ruang EKG	14	14	12	13	14	15
13	Rawat Inap KBU	8	7	6	7	6	5
Total		209	204	217	104	107	115

Sumber : Data Diperoleh dari RSUD

Based on the table above, it can be seen that the number of inpatients at the Haji Abdul Manan Simatupang Regional General Hospital from January to March 2023 fluctuated. There are several factors that can affect the performance of nurses at HAMS Hospital, one of which is communication. Communication is very necessary to establish good cooperative relations between humans who play a role in a work organization.

Another factor besides communication that can affect performance is self-esteem. Self esteem is the belief of one's actions to face life's challenges. Self-esteem is not only a fundamental part of mental health, experts argue that it also protects and contributes to health and self-confidence, social behavior, and buffers other harmful effects. Some nurses at HAMS Hospital do not have confidence in taking action on patients and waiting for orders to do something, causing low nurse performance

Based on the background explanation above, the researcher will raise the title "The Influence of Communication, Self Esteem and Self Efficacy on Nurse Performance at the H. Abdul Manan Simatupang Kisaran Regional General Hospital".

Literature Review

A. Job Description

Communication is a process of forming, delivering, receiving and management of messages that occur with a specific purpose. 1 Communication is also an exchange of information between two or more people which also includes the exchange of information between humans and machines. Managers who understand this process will be able to analyze their own communication patterns as well as design communication programs that meet the needs of the organization.

It can be concluded that communication as a process in which people intend to provide meanings through symbolic delivery of news, can connect members of different organizational units and different fields, so that it is often called a chain of information exchange.

Communication functions include:3

1. Generate a sense of solidarity between employees and leaders.
2. Increasing enthusiasm for work on employees.
3. Improving the moral discipline of employees.
4. All levels of leadership know the condition of the field that is their duty so that efficient operational control will take place.

4. All employees. can know the policies, regulations, provisions, which have been set by the leadership.
5. All information needed by employees can be quickly and accurately obtained.
6. Increase the sense of responsibility of all employees.
7. Generate mutual understanding among employees
8. Improving cooperation (team work) among employees.
9. Increasing the spirit of the corp or esprit de corp among employees.

Self-esteem is a person's attitude based on perceptions of how he values and evaluates himself as a whole, which is in the form of a positive or negative attitude towards himself. Self-esteem is a series of individual attitudes about what he thinks about himself based on perceived feelings, namely a feeling self-worth and satisfaction. 5

Self-esteem is a person's tendency to feel capable in overcoming a problem and feel valuable. In other words, self-esteem is the integration of self-confidence and self-esteem. High self-esteem means that an individual likes himself. This positive evaluation is partly based on the opinions of others and partly based on specific experiences.

Based on some of the opinions above, it can be concluded that self-esteem is an individual's assessment of how he values and evaluates himself as a whole, in the form of a positive or negative attitude towards everything related to himself and how that person acts.

Several factors that influence self-esteem include: 7

1) Gender

Women always feel that their self-esteem is lower than men, such as feelings of inadequacy, lack of self-confidence, or feeling that they have to be protected. This may be due to the different roles of parents and society's expectations for both men and women.

2) Intelligence

Intelligence as a complete picture of individual functional capacity is closely related to achievement because the measurement of intelligence is always based on academic ability.

3) Physical Condition

Individuals with attractive physical conditions tend to have better self-esteem than those with less attractive physical conditions.

4) Family Environment

The role of the family is very decisive for the development of children's self-esteem. In the family, for the first time a child gets to know the parents who educate and raise him as well as the basis for socializing in a larger environment. Families must find a basic condition to achieve good child self-esteem development.

5) Social Environment

The formation of self-esteem starts from someone who realizes he is valuable or not. This is the result of environmental processes, appreciation, acceptance, and other people's treatment of him.

The theory of self-efficacy in Bateman's book, Thomas.S. and Scott A. Snel entitled "Social-Cognitive Theory" introducing self-efficacy (self-efficacy). 8 Self-efficacy is part of personality attitudes, namely those related to personal beliefs about competence and self-ability. Specifically, one's belief in one's ability to complete a task successfully. A person with a high level of self-efficacy is very confident in their performance abilities.9

The sources of self-efficacy beliefs are obtained in four ways, namely as follows: first, prior experience, that is, past successful experiences will occur repeatedly. This method is seen as a very effective way to develop a strong sense of self-efficacy.

Performance comes from the word job performance and is also called actual performance or work performance or actual achievements that have been achieved by an employee. According to Moehariono,

performance is the result of work that can be achieved by a person or group of people in an organization both quantitatively and qualitatively, in accordance with the authority and duties of their respective responsibilities, in an effort to achieve the goals of the organization concerned legally, not violating the law and in accordance with morals and ethics¹⁰.

According to Mathis in Khaerul there are five factors that can affect employee performance, namely¹¹:

- a. Ability.
- b. Motivation.
- c. Support received.
- d. Employee relations with the organization.
- e. Existence of work performed by employees.

Evaluation or performance appraisal is a process of measuring and comparing the results of operational activities that have been achieved with the results that should have been achieved according to the targets and standards set by the organization. The important essence of performance evaluation is to look for the results of the values needed to produce information related to the performance of an activity or activity object. While an important aspect of performance evaluation is to look for the results of values.

RESEARCH METHOD

Previous Research

Ferdi Syacriko Adjei Rahwana, Lia Suprihartini, and Akhirman researched the title "Work Placement Factors, Self Efficacy and Interpersonal Communication on Employee Performance at PT. Alima Usaha Samudera Shipyard Kampung Bulang Tanjungpinang". The results showed that partially the Job Placement (X1), Self Efficacy (X2), and Interpersonal Communication (X3) variables had a significant effect on Employee Performance. The results of the F test obtained an F count value of 57,821 with an F table value of 2.90 indicating that the variables of job placement, self efficacy and interpersonal communication simultaneously have a significant effect on employee performance (Y). Based on the test of the coefficient of determination, about 83% of the Employee Performance variable is influenced by the Job Placement, Self Efficacy and Interpersonal Communication variables. The remaining 17% is influenced by other factors not explained in this study. ¹²

Iska Maulina researched the title "The Influence of Communication, Self Esteem, and Self Efficacy on Job Satisfaction and Their Impact on the Performance of Tgk Hospital Nurses. Fakinah Banda Aceh". The results showed that there was no effect of communication on the job satisfaction of nurses at the Tgk. Fakinah Banda Aceh. The self-esteem variable has a significant effect on the job satisfaction of nurses at the Tgk. Fakinah Banda Aceh. There is an effect of self-efficacy on nurse job satisfaction at Tgk. Fakinah Banda Aceh. There is no significant effect of the communication variable on the performance of nurses at the Tgk. Fakinah Banda Aceh. The self-esteem variable has a significant effect on the performance of nurses at the Tgk. Fakinah Banda Aceh. There is no effect of self-efficacy on the performance of nurses at Tgk. Fakinah Banda Aceh. There is a significant effect of job satisfaction on nurse performance at Tgk. Fakinah Banda Aceh. There is no indirect effect of communication variables on nurse performance through job satisfaction at Tgk. Fakinah Banda Aceh. ¹³

Conceptual Framework

The conceptual framework in this study is illustrated by the chart below:

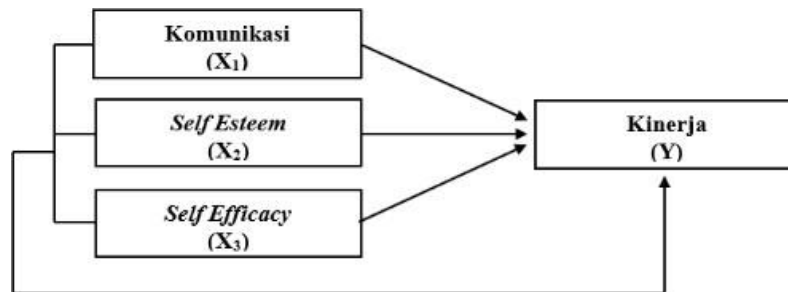


Figure 1. Conceptual Framework

Information:

1. Relationship of communication to performance Communication from top to bottom can improve nurse performance because, communication from top to bottom can be used by leaders to develop nurses, see and monitor both increases and decreases in nurse performance and can make nurses work more effectively and cooperate with each other in setting organizational goals.
2. The relationship between self-esteem and performance Self-esteem that a person has will grow a strength in doing the best in his performance according to his duties and responsibilities, this is also evidenced by the results of Judge and Bono's research (2011). 14
3. The relationship between self-efficacy and performance Self-efficacy can cause changes in behavior, especially in completing tasks and goals.

Research Hypothesis

Based on the conceptual framework above, the hypothesis of this study is;

H1: simultaneously Communication, Self Esteem and Self Efficacy affect Nurse Performance at the H. Abdul Manan Simatupang Kisaran Regional General Hospital.

H2: partially Communication, Self Esteem and Self Efficacy affect Nurse Performance at the H. Abdul Manan Simatupang Kisaran Regional General Hospital.

Type of Research

The type of research conducted in this study is causal associative, namely research that aims to determine causal relationships. The data used in this study is a type of primary data using survey methods by distributing questionnaires to respondents¹⁵.

Operational definition of variables

According to Sugiyono "research variable is an attribute or characteristic or value of a person, or activity that has certain variations determined by the researcher to be studied and drawn conclusions"¹⁶. In this study, the research variables analyzed were as follows:

1. Independent variables, namely variables that influence or become the cause of changes or the emergence of dependent variables in this case consisting of communication variables (X1), self-esteem (X2), and self-efficacy (X3)
2. The dependent variable, namely the variable that is affected or becomes a result due to the influence of the independent variable, which in this case is performance (Y).

Place and Time of Research**1. Research Place**

This research was conducted at the Regional General Hospital H. Abdul Manan Simatupang Jl. SM Raja Kisaran, Asahan Regency.

2. The implementation of this research is from January to May 2022, with the following format:

Table 2. Research schedule

NO	Rancangan Penelitian	2023																			
		Januari				Februari				Maret				April				Mei			
		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
1.	Pengesahan judul	■																			
2.	Observasi		■	■																	
3.	Penulisan proposal			■	■	■	■														
4.	Bimbingan Proposal				■	■	■	■													
5.	Seminar Proposal							■	■												
6.	Penulisan Skripsi									■	■	■	■								
7.	Bimbingan Skripsi												■	■	■	■					
8.	Ujian Skripsi																			■	

Population and Sample

The population is a combination of all elements in the form of events, rights or people who have similar characteristics which are the center of attention of researchers because they are seen as a research universe. Population is a generalization area consisting of objects/subjects determined by researchers to be studied and then conclusions drawn¹⁷. The population of this study were 101 nurses at the RSUD.

H. Abdul Manan Simatupang Range.

There are 27 rooms with 101 ASN nurses in H. Abdul Manan Simatupang Hospital, where the rose room consists of 5 nurses, the jasmine room consists of 9 nurses, the inpatient room consists of 5 nurses, the carnation room consists of 5 nurses, the amethyst room consists of 4 nurses, the flamboyant room consists of 4 nurses, the Zambrud VIP room consists of 5 nurses, the emergency room consists of 4 nurses, the bogen ville room consists of 5 nurses, the ICU room consists of 6 nurses, perina room consists of 5 nurses, EKG room consists of 4 nurses, KBU inpatient consists of 4 nurses, surgical service room consists of 4 nurses, hemolysis service room consists of 6 nurses, eye service room consists of 2 nurses, child polyclinic service room consists of 2 nurses, mental health service room consists of 1 nurse, orthopedic service room consists of 3 nurses, cardiac poly service room consists of 2 nurses, dental medical service room and the mouth consists of 4 nurses, the emergency room consists of 4 nurses, the polyneurology room consists of 2 nurses, the polypulmonary room consists of 2 nurses, the dental poly room consists of 2 nurses, and the ENT-KI room consists of 2 nurses.

The sample is part of the number and characteristics possessed by the population. ¹⁸ The sampling technique in this study used Simple Random Sampling.

Types and Sources of Data

1. Data Type

The type of data used in this study are:

- a. Primary data

Primary data is data obtained by distributing a list of statements (questionnaires) to the nurses who were selected as respondents and conducting interviews (interviews) in this case to the leaders and selected nurses.

- b. Secondary Data

Secondary data is data obtained in the form of documents from documentation studies that support this research.

2. Data Source

Sources of data came from nurses and the H. Abdul Manan Simatupang Kisaran Regional General Hospital.

Data Collection Techniques

Data collection techniques used in this study are:

1. Questionnaire, which is a technique used in collecting research data by submitting a list of questions that have been prepared to a predetermined sample/respondent.
2. Interview, which is a technique used in collecting research data by conducting questions and answers with predetermined samples/respondents.
3. Documentation, which is a technique used to obtain various data needed in a study by collecting documents or reports from various sources such as books, articles and journals related to this research.

Variable Operational Definition

According to Sugiyono "research variable is an attribute or characteristic or value of a person, or activity that has certain variations determined by the researcher to be studied and drawn conclusions"¹⁹. In this study, the research variables analyzed were as follows:

- a) Independent variables, namely variables that influence or become the cause of changes or the emergence of dependent variables in this case consisting of communication variables (X1), self-esteem (X2), and self-efficacy (X3)
- b) The dependent variable, namely the variable that is affected or becomes a result due to the influence of the independent variable, which in this case is performance (Y).

This study uses a Likert scale, which is used to measure attitudes, opinions and perceptions of a person or group of people about social phenomena²⁰. The measurement scales for communication variables (X1), self-esteem (X2), self-efficacy (X3) and performance (Y) are as follows:

Table 3. Likert scale

No.	Pernyataan	Skor
1.	Sangat Setuju (SS)	5
2.	Setuju (S)	4
3.	Kurang Setuju (KS)	3
4.	Tidak Setuju (TS)	2
5.	Sangat Tidak Setuju (STS)	1

RESULTS AND DISCUSSION

1. Validity Test

Validity test is used to measure whether or not a questionnaire is valid. A questionnaire is said to be valid if the questions (indicators) on the questionnaire are able to reveal something that will be measured by the questionnaire. The validity test was carried out by comparing the rcount value for each question item which can be seen in the corrected item-total correlation column, with the rtable. If $r_{count} > r_{table}$, and has a positive value, then the question (indicator) is said to be valid²¹. The rtable value is determined from the distribution table r at degrees of freedom ($df = n - 2$), where n is the number of samples.

2. Reliability Test

Reliability Test is a tool to measure the reliability, accuracy or consistency of a questionnaire. A questionnaire is said to be reliable if the respondents' answers to the questions in the questionnaire are consistent or stable from time to time²². In addition to producing the reliability of an instrument or questionnaire, researchers must ask relevant questions to respondents.

Researchers measure reliability by means of one shot, namely measuring only once and then the results are

compared with other questions, or measuring the correlation between the answers to questions in the questionnaire. For this reason, researchers used the SPSS for windows program. SPSS provides a facility to measure reliability with the CronbachAlpha(α) statistical test. A variable is said to be reliable if it gives a Cronbach Alpha (α) value > 0.6023 .

I. Classical Assumption Test and Hypothesis Test

a. Simultaneous Test (Test F)

This simultaneous test was conducted to see whether all the independent variables included in the model had a simultaneous (simultaneous) effect on the dependent variable. The criteria used in this F Test are as follows:

H0 is accepted if: $F_{count} < F_{table}$ on $\alpha = 5\%$

H1 is accepted if: $F_{count} > F_{table}$ on $\alpha = 5\%$

b. Partial Test (t test)

The partial test or t test is to test whether an independent variable has an individual effect on the dependent variable. The criteria used in this t test are as follows:

H0 is accepted if $t_{count} < t_{table}$ at $\alpha = 5\%$

H2 is accepted if $t_{count} > t_{table}$ at $\alpha = 5\%$

c. Determination Coefficient Test (R2)

The coefficient of determination (R2) is useful for measuring how far the model's ability to explain variations in the dependent variable. The coefficient of determination is between zero and one.24 A small R2 value means the ability of the independent variables. The coefficient of determination (KD) can be determined using the formula: $KD = (R2) \times 100\%$. Basis for Decision Making :

If $R2 > 0.5$ it is said to be good or accurate

If $R2 = 0.5$ it is said to be moderate If $R2 < 0.5$ it is said to be lacking

DISCUSSION

Kolmogorov-Smirnov test

In this study the results were obtained by using a linear regression test in the SPSS 20 application, but before testing the hypotheses in this study, the model must be tested first whether it meets the classical assumptions or not. This test was conducted to find out whether the results of the regression estimation carried out were limited from the symptoms of heteroscedasticity. The data normality test process was carried out using the Kolmogorov-Smirnov test, by comparing the Z count with the table with the following criteria:

Table 4. Kolmogrov-Smirnov test

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		50
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.17929851
Most Extreme Differences	Absolute	.088
	Positive	.056
	Negative	-.088
Test Statistic		.088
Asymp. Sig. (2-tailed)		.200 ^{c,d}

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

Sumber : Data diolah oleh penulis (2023)

Based on the results of statistical tests using the Kolmogrov Smirnov test above, the Asymp.Sig value (0.200) > 0.05 significance so it can be concluded that the research data is normally distributed and meets the assumptions of normality.

4.2. Hypothesis testing

In this study the results were obtained using the linear regression test in the SPSS 20 application, the results of this linear regression test will display the results, namely:

a) Summary of Model or R value

Table 5. Determinant Coefficient

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.796 ^a	.634	.610	2.249

a. Predictors: (Constant), Komunikasi, Self Esteem, Self Efficacy

b. Dependent Variable: Kinerja

Sumber : Data diolah oleh penulis (2023)

Based on the results of the coefficient of determination in the table above, it can be explained that the value generated through Adjusted R Square is 0.610, meaning that the independent variables consisting of communication, self-esteem and self-efficacy are able to explain performance by 61%, while the remaining 39% is explained by the variables other variables not included in this study.

b) F test

The F statistical test basically shows whether all the independent or independent variables included in the model have a joint effect on the dependent or dependent variable, namely as follows:

a. Ha is accepted or H0 is rejected if Fcount > Ftable at $\alpha = 5\%$ and the probability value < level of significance is 0.05.

b. Ha is rejected or H0 is accepted if Fcount > Ftable at $\alpha = 5\%$ and the probability value > level of significance is 0.05.

Table 6. Uji F

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	402.562	3	134.187	26.524	.000 ^b
	Residual	232.718	46	5.059		
	Total	635.280	49			

a. Dependent Variable: Kinerja

b. Predictors: (Constant), Komunikasi, Self Esteem, Self Efficacy

Sumber : Data diolah oleh penulis (2023)

Based on the statistical output results above, the results of the simultaneous test explain that the value of Fcount (26.524) > Ftable (2.81) and the significance value (0.000 < 0.05) so it is decided that H1 is accepted and H0 is rejected, meaning communication, self-esteem and self efficacy influences simultaneously on performance.

c) T test

The t test basically shows how far the influence of one explanatory or independent variable individually explains the variation of the dependent variable. The criteria used in accepting or rejecting the hypothesis

(two-way) are as follows:

a. H_a is accepted or H_0 is rejected if

$t_{hitung} > t_{tabel}$ at $\alpha = 2.5\%$ and the probability value $<$ level of significance is 0.05.

b. H_a is rejected or H_0 is accepted if

$t_{hitung} > t_{tabel}$ at $\alpha = 2.5\%$ and the probability value $>$ level of significance is 0.05.

Description of the partial test results (t-test) on each independent variable, namely:

1. Tcount (8.818) $>$ ttable (2.01174) and significance value (0.000 $<$ 0.05) so that H_2 is rejected and H_0 is accepted, meaning that partially communication has a significant effect on performance.
2. Tcount (2.445) $>$ ttable (2.01174) and significance value (0.021 $<$ 0.05) so that H_2 is accepted and H_0 is rejected, meaning that partially self-esteem has a positive and significant effect on performance.
3. Tcount (2.346) $>$ ttable (2.01174) and significance value (0.017 $<$ 0.05) so that H_2 is accepted and H_0 is rejected, meaning that partially self-efficacy has a positive and significant effect on performance.
4. Among the three independent variables in this study, communication is the most dominant in influencing performance because the tcount (8.818) with a significance level of (0.000) is the highest value among the other independent variables.

a. Effect of Communication (X1), Self Esteem (X2) and Self Efficacy (X3) on Performance (Y)

Based on the results of this study through the results of the F-test, the value of Fcount (26.524) $>$ Ftable (2.81) and its significance value (0.000 $<$ 0.05). This means that communication (X1), self-esteem (X2), self-efficacy (X3) have a significant effect on improving the performance (Y) of nurses at Haji Abdul Manan Simatupang Hospital.

The results of this study are in line with the results of research conducted by Syacriko, F. et al (2021), which state that work placement, self-efficacy and interpersonal communication simultaneously have a significant effect on employee performance variables.²⁵

b. Effect of Communication (X1) on Performance (Y)

Based on the results obtained in this study through a partial test (t-test), tcount (8.818) $>$ ttable (2.01174) and significance value (0.000 $<$ 0.05). This means that communication has a significant effect on the performance of nurses at Haji Abdul Manan Simatupang Hospital.

The results of this study are in line with the research conducted by Syacriko, F. et al., showing the same results, where partially communication has a positive and significant effect on performance.²⁶

c. Effect of Self Esteem (X2) on Performance (Y)

Based on the results obtained in this study through a partial test (t-test), self-esteem has a positive and significant effect on the performance of nurses at Haji Abdul Manan Simatupang Hospital with tcount (2.445) $>$ ttable (2.01174) and significance value (0.021 $<$ 0, 05).

The results of this study are in line with previous research by Ratna showing the same results where partially self-esteem has a positive and significant effect on performance.²⁷

d. Effect of Self Efficacy (X3) on Performance (Y)

Based on the results obtained in this study through the partial test (t-test), the significance value for the self-efficacy variable (X3) tcount (2.346) $>$ ttable (2.01174) and significance value (0.017 $<$ 0.05) means that partially self efficacy has a positive and significant effect on performance.

The results of this study are in line with the results of previous research conducted by Ratna which found that self-efficacy has a positive and significant effect on performance. 28

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