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# Communication as a Mediator for the Effect of Job Insecurity on Nurse Performance in Level III Hospital 04.06.03

## Dr. Soetarto Yogyakarta

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### Abstract

*The purpose of this study was to analyze the performance of nurses at Level III Hospital 04.06.03 Dr. Soetarto by using job insecurity variables and communication mediation in this relationship. The population of this study were all nurses at Level III Hospital 04.06.03 Dr. Soetarto totaling 111. The sampling method is based on non-probability sampling technique using saturated sampling. The data collection technique used a questionnaire tool and was measured using a Likert rating scale. The analytical tool used is the Smart PLS software. The results show that there is a significant negative effect between job insecurity on performance, there is a significant positive effect between communication on performance, and it is known that communication can mediate the effect of job insecurity on performance. So it can be concluded that H1, H2, and H3 are accepted. The results of this study support the research of Chirumbolo and Areni (2005); Adesubomi (2018); Femi (2014); and Kibe (2014) and do not support the research of Shin and Hur (2019).*

**Keywords:** Nurse Performance, Job Insecurity, Communication

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## 1. Introduction

The Covid-19 pandemic has caused changes in the pattern of human life activities throughout the world. The impact of the Covid-19 pandemic has been felt by almost all people in the world, including the nursing profession on duty in hospitals. Currently, nurses face their own challenges in providing nursing care with the risk that nurses can become victims of exposure to Covid-19 (Soratno, 2020). Based on research by Hu et al, (2020) in Wuhan China, it was found that nurses experienced moderate levels of fatigue and high levels of fear. About half of nurses reported moderate and high job burnout, as indicated for emotional exhaustion (60.5%), depersonalization (42.3%), and personal accomplishment (60.6%). The findings of other psychological problems showed 14.3% for anxiety levels, 10.7% for depression and 91.2% for moderate and high fear. Zhong (2020) states that when caring for Covid-19 patients, nurses feel they have a large workload, fatigue, frustration, difficulty sleeping, decreased appetite, often cry and occasionally think of suicide.

The high physical and psychological impact that befell nurses during the Covid-19 pandemic will affect the performance of nurses in carrying out their roles in caring for Covid-19 patients. This is also exacerbated by the high need for health workers during the Covid-19 Pandemic, especially nurses, because nurses themselves are one of the frontline health workers in fighting against Covid-19 in providing nursing care to patients (Santoso, 2020).

These problems have an impact on hospital operations and are certainly a highlight for the performance of nurses and other employees. Changes in environmental conditions that occur have an impact on the performance of nurses or officers, especially those who interact directly

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with service users. Given the importance of the performance of nurses in supporting hospital activities, each hospital is required to be able to improve the performance of its nurses. The above comments are supported by the opinion of McGrath (Jewel and Siegal, 2008) who stated that the source of job insecurity is partly due to the social environment which includes interpersonal relationships of employees with colleagues and superiors. This means that one of the determinants that is assumed to affect job insecurity is communication.

Devito (2011) explains communication refers to actions, by one or more people, who send and receive messages that are distorted by noise, occur in a certain context, have a certain effect, and there is an opportunity to provide feedback. Communication is a process of sending and receiving messages that occur between sources and recipients and then produce an understanding that can affect one another.

Related to the success of a company or organization, every communication process that takes place between individuals will produce influences that support the performance of employees (Devito, 2011). Problems felt by employees related to communication in the form of conveying information which is often felt to be lacking due to limited interaction between officers at work, relaying information focused on non-intra-personal communication media so that processing operational problems/constraints takes longer, from a service perspective it is felt to be not optimal because social distancing procedures established by the government in anticipating the spread of the virus.

## 2. Methods

### 2.1. Model Development

The study was included in quantitative research on survey methods used by obtaining natural data, questionnaires, tests and others (Sugiyono, 2016). Based on the population and selected samples, the technique, namely the *Non Probability Sampling* method, is to take samples or those that become opportunities (Sugiyono, 2016).

#### 2.1.1. The Effect of Job Insecurity on Employee Performance

The linkages between variables in this study refer to findings in previous studies such as those conducted by Shin & Hur (2019) finding results where job insecurity has a positive effect on performance in 152 R&D professionals in South Korean manufacturing companies. Shin & Hur (2019) in their research conducted on 264 service employees in Korea also found that job insecurity has a positive effect on performance.

Whereas in research conducted by Bibi (2020) found different results that job insecurity has a negative effect on performance in participants in the study which consisted of 326 contract nurses working in tertiary hospitals in Pakistan. Other research also found similar results in Adesubomi's research (2018) on workers in the private sector represented by financial institutions in Akure, Nigeria and workers in the public sector represented by the Oyo State Government Secretariat in Ibadan, Nigeria as many as 60 (sixty) Each respondent was randomly selected from two sectors that job insecurity has a negative effect on performance.

**H1:** Job insecurity has a positive and significant effect on employee performance

#### 2.1.2. The Effect of Communication on Employee Performance

Sheridan & Radmacher (1992) suggested the role of the quality of communication in a person is something that is quite influential on a person's interactions. Effective communication will

help a person find, understand, and develop self-concept, according to factors that can affect the effectiveness or quality of communication such as supportiveness, participation in making decisions, trust, openness, and purpose. According to Sekaran (2006) a theoretical framework is a conceptual model that relates to how one constructs a theory or connects logically several factors that are considered important to the problem. There is a research gap from existing studies, Pearce & Gerald (2011) concluded that communication satisfaction is not significantly correlated with performance. This is in line with Goris (2007) that communication does not always affect performance. While Novita et al. (2002) found that effective communication between superiors and subordinates greatly influences employee job satisfaction so that performance will be more optimal

**H2:** Communication has a positive and significant effect on employee performance

### 2.1.3. The Effect of Job Insecurity on Communication

There is still much research related to the effect of job insecurity on communication that needs to be studied more deeply. Research conducted by Elst (2010) used job insecurity and communication variables with the application of different variables. This research found that job insecurity is affected by organizational communication in a negative direction. Previous research regarding the effect of communication on performance as in research conducted by Onifade (2018), Hee, et al. (2019), and Femi (2014) found that communication has a role in improving employee performance. Based on the description of the findings in the previous studies above, the researchers found that there were differences in the results of each study that had been conducted. The difference in these results may be due to several things such as differences in the samples used in the study, differences in the indicators used, and other aspects that are components of data analysis.

**H3:** Job insecurity has a positive and significant effect on communication.

## 2.2. Data Collection

This research was conducted at Level III Hospital 04.06.03 Dr. Soetarto in 2021. The population in this study is all nurses at Level III Hospital 04.06.03 Dr. Soetarto, numbering 111 people. Data collection techniques in this study using a questionnaire tool. The questionnaire used in this study was a closed questionnaire. The type of data used in this study consisted of primary data and secondary data. This study was measured using a Likert rating scale. Data management in this study will use Smart PLS Software with the Structural Equation Modeling (SEM) data analysis method.

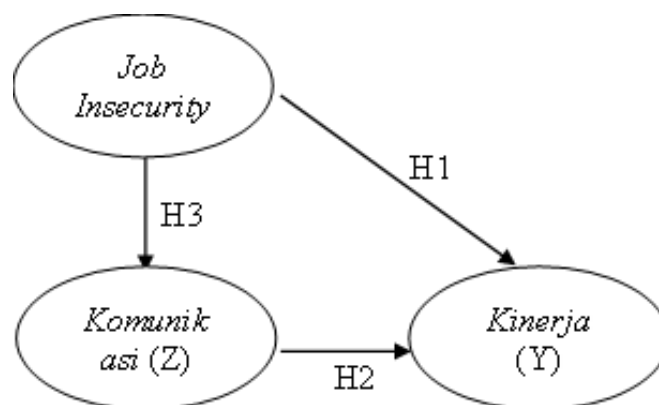


Figure 1. Conceptual Framework

### 3. Result

#### 3.1. Measurement Model Test Results: Outer Model

##### 3.1.1. Convergent Validity

*Convergent validity* values are the outer loading values of latent variables with their indicators. The expected value  $> 0.7$ . developmental studies of its scale 0.5–0.6 are considered sufficient (Ghozali & Latan, 2015). The results of the study outer loading can be seen in Table 1. This table explains that of the three variables, namely Performance, Job Insecurity, and Communication variables, they have an outer loading  $> 0.7$  so that the indicators in this study are valid.

In Table 2, The Average Variance Distracted (AVE) value from the calculation obtained for all variables in table 4.5 has met the validity criteria, namely all AVE values  $> 0.5$  so that all variables in the study are valid.

Table 1. Convergent Validity Results

	Job Insecurity	Kinerja	Komunikasi
Job01	0.792		
Job02	0.867		
Job03	0.862		
Job04	0.840		
Job05	0.738		
Job06	0.774		
Kin01		0.741	
Kin02		0.752	
Kin03		0.748	
Kin04		0.707	
Kin05		0.731	
Kin06		0.711	
Kin07		0.750	
Kin08		0.702	
Kin09		0.783	
Kin10		0.721	
Kom01			0.745
Kom02			0.815
Kom03			0.738
Kom04			0.774
Kom05			0.770
Kom06			0.832

Table 2. Average Variance Distracted (AVE)

	AVE
Job Insecurity	0.662
Kinerja	0.540
Komunikasi	0.608

Table 3. Cross Loading

	<b>Job Insecurity</b>	<b>Kinerja</b>	<b>Komunikasi</b>
Job01	0.792	-0.359	-0.372
Job02	0.867	-0.468	-0.503
Job03	0.862	-0.479	-0.535
Job04	0.840	-0.463	-0.672
Job05	0.738	-0.512	-0.521
Job06	0.774	-0.503	-0.501
Kin01	-0.437	0.741	0.518
Kin02	-0.542	0.752	0.529
Kin03	-0.290	0.748	0.419
Kin04	-0.420	0.707	0.498
Kin05	-0.369	0.731	0.438
Kin06	-0.414	0.711	0.507
Kin07	-0.396	0.750	0.494
Kin08	-0.493	0.702	0.382
Kin09	-0.481	0.783	0.487
Kin10	-0.331	0.721	0.372
Kom01	-0.534	0.490	0.745
Kom02	-0.562	0.527	0.815
Kom03	-0.389	0.391	0.738
Kom04	-0.616	0.500	0.774
Kom05	-0.413	0.502	0.770
Kom06	-0.477	0.559	0.832

Table 4. Composite Reliability Test

<b>Composite Reliability</b>	
Job Insecurity	0.921
Kinerja	0.922
Komunikasi	0.903

Table 5. Path Coefficient

	<b>Original Sample (O)</b>	<b>Sample Mean (M)</b>	<b>Standard Deviation (STDEV)</b>	<b>T Statistics ( O/STDEV )</b>	<b>P Value</b>
Job Insecurity → Employee Performance	-0.280	-0.266	0.122	2.299	0.022
Job Insecurity → Communication	-0.649	-0.643	0.096	6.734	0.000
Communication → Employee Performance	0.458	0.454	0.162	2.827	0.005

The results of the Table 3 explain that each variable with its indicators is higher than the correlation of variables with other indicators. This shows that latent variables predict indicators in their block better than indicators in other blocks. This shows that latent variables predict indicators better than other block indicators.

### Composite Reliability

From Table 4, it is noticed if the value with the variable value > 0.7 can show the statement used to be the analysis.

### 3.2. Analysis of Path Coefficient Test

The results showed in Table 5 explain that the Job Insecurity variable on performance has a coefficient value of -0.280 with a P-value of 0.022 <0.05, so it can be said that the effect of Job Insecurity on performance has a significant negative value, then H1 is accepted. The Job Insecurity variable on communication has a coefficient value of -0.649 with a P-value of 0.000 <0.05, so it can be said that the effect of job insecurity on communication has a significant negative value. Then for the communication variable on performance it has a coefficient value of 0.458 with a P-value of 0.005 <0.05, so it can be said that the effect of communication on performance has a significant positive effect, so H2 is accepted.

Job Insecurity on Performance through Communication is -0.297, which means that there is a negative indirect effect of the Job Insecurity variable on Performance through Communication. Based on calculations using bootstrap or resampling, where the results of the estimated coefficient test for the Job Insecurity variable on Performance through Communication are -0.300 with a t-count value of 2.266 and a standard deviation of 0.131, the p-value is 0.024 <0.05 so that the indirect effect of Job variables is Insecurity on Performance through Communication is statistically significant. So it can be said that the H3 are accepted.

The results of the table explain that the first model is known that the Rsquare value of job insecurity and communication variables on performance has a value of 0.454. The acquisition of this value explains that the percentage of performance can be explained by job insecurity and communication of 45.4% and the remaining 54.6% can be explained by variables that are outside the focus of discussion in this study.

## 4. Discussion

Job insecurity describes employee anxiety about a situation from work that is continuous and unpleasant. Employees who experience job insecurity can disrupt morale so that effectiveness and efficiency in carrying out tasks cannot be expected

Table 6. Indirect Effects

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	t ( O/STDEV )	P Value
Job Insecurity → Communication → Employee Performance	-0.297	-0.300	0.131	2.266	0.024

Table 7. R-Square

	R Square
Kinerja	0.454

and result in decreased work productivity. Job insecurity is measured using several indicators, namely environmental and organizational conditions, individual and employee positions, as well as employee personnel. High job insecurity is considered to cause a decrease in employee performance, because the feelings of anxiety experienced by employees will cause feelings of discomfort which will later affect the person's work to become less productive and effective, and in the end, in the long term it will destroy the overall performance of the organization. Conversely, low job insecurity will actually improve employee performance, because the absence of psychological disorders experienced by employees will have an impact on increasing employee work productivity.

Based on the results of this study, the highest average value of the item answered by the respondents was comfort with the procedures provided by the hospital. Level III Hospital employees 04.03.06 dr. Soetarto Yogyakarta felt comfortable with the procedures provided by the hospital. So that this is considered important by employees as one of the driving factors to increase their productivity and performance.

Communication is the process of conveying symbols both verbally and nonverbally. By communicating humans can meet their needs and achieve their goals in life, because communicating is a very basic human need. In carrying out work, communication is something that cannot be separated between employees and fellow co-workers, with superiors and with subordinates. Through communication, employees can ask their superiors for instructions regarding the implementation of work. Good communication can be the right tool to improve employee performance because communication will make employees more active at work.

Based on the results of this study, the highest average value of the item answered by respondents is the ease of access to finding work-related information from communication indicators. Level III Hospital employees 04.03.06 dr. Soetarto Yogyakarta found it easy to find information related to their work. So that this is considered important by employees as one of the driving factors to increase their productivity and performance.

Interpersonal communication in the company will create a pleasant working atmosphere, establish harmonious interactions between work units and can reduce rigidity in work relations. As stated by Purwanto (2003) that communication has a close relationship with emotions, because in emotions as energy drivers, emotions contain information, and emotions build interpersonal. That is, someone who can control emotions when communicating can convey the core information precisely according to the purpose. This can happen because emotions themselves are one of the factors that influence a person's ability to respond to his own perceptions during the communication process.

The form of communication that occurs between employees, good communication will be able to obtain and develop the tasks carried out by employees, so that the level of performance of an organization is getting better. Conversely, if there is poor communication due to not having good relationships, authoritarian or indifferent attitudes, prolonged differences of opinion or conflict, and so on, it can have an impact on work results that are not optimal.

## **5. Conclusion**

Empirically, this study shows that there is a negative effect of job insecurity at work on the performance of nurses at Level III Hospital 04.06.03 dr. Soetarto Yogyakarta. The results of this

research indicate that if job insecurity is lower, it will affect employee performance, conversely, if job insecurity is high, it will affect employee performance. The results of this study are supported by research conducted by Chirumbolo and Areni (2005), Adesubomi (2018) in his research found that job insecurity has a negative effect on performance. Where job insecurity is a psychological condition of an employee who shows confusion or feels insecure due to changing environmental conditions, this condition usually arises due to the many types of temporary work or contract work. However, the research results do not support the research conducted by Shin and Hur (2019) found different results where job insecurity has a positive effect on performance.

In the variable there is the influence of communication in work on the performance of nurses at Level III Hospital 04.06.03 dr. Soetarto Yogyakarta. This indicates that communication is able to support employee performance improvement, which means that better communication in the work environment will be able to trigger an increase in employee work quality, but conversely if employee work communication is getting worse it will indicate a decrease in employee performance. This research is supported by Robbins' theory (2013) in Ardiansyah (2016) which suggests that communication helps the development of motivation by explaining to employees what to do, how they work well and what to do to improve performance if it is below standard. Several studies that have been conducted, found that there is a direct positive relationship between communication and performance.

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