

The impact of self-esteem and self-efficacy on the performance of medical personnel: The mediating role of job satisfaction

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Abstract: The study aims to investigate the impact of self-esteem and self-efficacy on the performance of medical personnel by making job satisfaction variables as mediators. The research design used is causal associative research. Data were collected from 87 respondents consisting of doctors, nurses, and midwives at private hospitals in Mataram City, namely Risa Hospital, Harapan Keluarga Hospital, and Siti Hajar Islamic Hospital. This study was analyzed using path analysis equipped with instrument tests using structural equation modeling (SEM). The research results revealed that self-esteem and self-efficacy have a positive and significant effect on the job satisfaction of medical personnel. Self-esteem and self-efficacy also have a positive and significant impact on performance. Job satisfaction has a positive and significant effect on the performance of medical personnel. Job satisfaction does not mediate the impact of self-esteem on performance. Self-efficacy also does not affect the performance of medical personnel through the mediation of job satisfaction. The study results provide practical implications for hospital management, such as improving the performance of medical personnel, and they must design and implement programs that can increase self-esteem, self-efficacy, and job satisfaction.

Keywords: *Job satisfaction, Performance, Self-efficacy, Self-esteem.*

1. Introduction

Human resources are undeniably one of the most critical assets for a company or other organization. The role of human resources is seen in the quantity of work results and the quality produced [1]. The timeliness of work, therefore, employee performance needs to be the center of attention of the company, fostered and directed, and how employees feel their abilities are accommodated. Several factors, such as individual factors, leadership factors, compensation, discipline, and motivation, can determine this performance [2].

Each individual has self-confidence through a self-evaluation process referred to as self-esteem and also has self-efficacy, namely self-confidence about his ability to complete work, and the performance of an individual is also influenced by the characteristics of the work provided, whether it is by him or his abilities. The performance is influenced by ability, self-esteem, self-efficacy, leadership, motivation, discipline, work structure, how to design work, what money will be made and who does it, and whether the job characteristics match the employee concerned [3].

Self Esteem is a thought of one's ability that can be obtained from the results of self-evaluation and the extent to which an individual feels able to accept, like, and be able to master something in front of him and also the extent of one's confidence in solving the problems faced, including the work assigned to him. Self-efficacy is a person's self-confidence and ability to perform a task—confidence in his ability to control the situation and produce profitable things. The indicators are challenging tasks, training, supportive leadership, colleagues' success, relationships with fellow employees, and confidence in doing

the job [4]. Job satisfaction is a person's positive feeling towards work, which results from evaluating what has been done, with indicators of liking work, loving work, positive work morale, and discipline [2]. The factors that affect job satisfaction come from individual characteristics, including health, intelligence, background, emotions, mindset, attitudes, and personality. The impact of satisfaction is loyalty, achievement, loyalty, ignoring, expressing opinions, and exit.

Studies of the relationship between self-esteem, self-efficacy, job satisfaction, and performance prove contradictory findings. Judge and Bono [5] found that employees with high self-esteem are more likely to experience job satisfaction than employees with low self-esteem, proving a reasonably high correlation between self-esteem and job satisfaction. Ghaleh et al. [6] prove that self-efficacy and self-esteem positively impact nurses' job satisfaction. Demir [7] also revealed a positive relationship between self-efficacy and various aspects of job satisfaction. Zorlu [8] found that perceptions of self-esteem and self-efficacy could change the negative effect of role stress on job satisfaction into a positive impact when these two variables were used together. Peng and Mao [9] use self-efficacy as a mediator, where employees better suited to their jobs feel higher self-efficacy, increasing job satisfaction. Cayupe et al. [10] revealed the importance of self-efficacy on job satisfaction and performance. Job satisfaction acts as a mediator in this relationship.

Professions or jobs related to services to the community must get job satisfaction and are required to have high performance, especially in the field of health, associated with the high human spirit. As happened at Siti Hajar Hospital, Mataram city, this hospital has 137 employees who work in various work units such as management and administration, emergency room, outpatient, inpatient, ICU, and laboratory. Risa Hospital, Harapan Keluarga Hospital, and Siti Hajar Islamic Hospital are extensive and complete private hospitals serving all societal elements. Hospitals with many patients, with much work that medical employees must handle, still find medical employees and medics who do not master and ignore work. This phenomenon shows that the satisfaction and performance of medical personnel are not optimal, which may be caused by self-esteem and self-efficacy; for that, the researcher wants to research to analyze more deeply. Then, the author seeks to examine the role of job satisfaction in mediating the influence of self-efficacy and self-esteem on the performance of Siti Hajar Hospital, Mataram City employees.

2. Literature Review

2.1. Job satisfaction

Job satisfaction is a person's positive or pleasant feelings about work results after evaluation [11]. This satisfaction comes from a person's internal work, intelligence, confidence, self-confidence, personality, and individual characteristics, as well as from external individuals, such as leaders, coworkers, regulations, and working conditions. Job satisfaction can impact loyalty, obedience, discipline, productivity, and turnover performance [12].

2.2. Performance

Performance results from a person's completion of the work given [13]. Performance results from work or process as a level of success, seen from quantity and quality [14-16].

2.3. Self-Efficacy

Self-efficacy is a person's perception of how good he is and his abilities in certain situations. Self-efficacy is related to self-confidence, having the ability to do what others expect from him [17]. According to Rosenberg [18], self-esteem is part of a person's personality in a person's life, which is often called self-esteem. With low self-esteem, a person usually feels anxious, depressed, and unhappy; on the other hand, someone who has high self-confidence will feel optimistic, enthusiastic, and more cheerful and can avoid depression.

Table 1.
Self-esteem validity test.

Question item	Corrected item-total correlation	r-table	Validity criteria
X1.1	0.774	0,3	Valid
X1.2	0.745	0,3	Valid
X1.3	0.778	0,3	Valid
X1.4	0.770	0,3	Valid
X1.5	0.794	0,3	Valid

Table 1 shows that the item corrected item-total correlation > 0.3 , so it can be said that Self-esteem is declared Valid.

Table 2.
Self-efficacy validity test.

Question item	Corrected item-total correlation	r-table	Validity criteria
X1.1	0.822	0,3	Valid
X1.2	0.770	0,3	Valid
X1.3	0.748	0,3	Valid
X1.4	0.715	0,3	Valid
X1.5	0.795	0,3	Valid

Table 3.
Job satisfaction validation test.

Question item	Corrected item-total correlation	r-table	Validity criteria
X3.1	0.813	0,3	Valid
X3.2	0.800	0,3	Valid
X3.3	0.780	0,3	Valid
X3.4	777	0,3	Valid
X3.5	0.799	0,3	Valid
X3.6	0.805	0,3	Valid
X3.7	808	0,3	Valid

Table 4.
Performance validation test.

Question item	Corrected item-total correlation	r-table	Validity criteria
Y1	0.763	0,3	Valid
Y2	0.735	0,3	Valid
Y3	785	0,3	Valid
Y4	0.745	0,3	Valid
Y5	0.779	0,3	Valid
Y6	0.832	0,3	Valid

Table 4 shows that reliability testing used the *alpha* formula in the SPSS 20.0 for Windows program. The instrument is said to be reliable or reliable if it has a reliability coefficient ≥ 0.6 and vice versa. The reliability test results for each variable, namely Self-esteem, Self-efficacy, Job Satisfaction, and Performance, can be seen in Table 4. Table 4 shows that all variables X1, X2, X3, and Y have Cronbach's alpha > 0.6 , which means that these variables are reliable.

Table 5.
Reliability test results.

Variables	Cronbach's alpha	Critical value	Reliability criteria
Self esteem	0.901	0,6	Reliable
Self efficacy	0.910	0,6	Reliable
Job satisfaction	0.920	0,6	Reliable
Performance	0.938	0,6	Reliable

The normality test is carried out to test whether the independent, control, and dependent variables used have a normal distribution in the multiple regression equation. The normality test was carried out on the sample using the Kolmogorov-Smirnov test to determine the degree of confidence (α) of 5%. The test criteria by looking at the Kolmogorov-Smirnov test are as follows: If the significance is >0.05 , then the data is usually distributed. If the importance <0.05 , then the data is not normally distributed. Based on the normality test results from the Normal P-P Plot, it is known that the *plotting* points contained in the image follow and approach the diagonal line. So, the data in this study, which will be used for decision-making using *probability plot* techniques, can be generally distributed of the research variables, namely Self-Esteem, Self-Efficacy, Job Satisfaction, and Performance, 0.200. Because the Asymp.Sig (2-tailed) value = $0.200 > 0.05$, it can be concluded that the fourth of the research variable data is normally distributed.

The multicollinearity test aims to determine whether each independent variable is linearly related and whether the independent variables in the model have a perfect or near-perfect relationship. In this study, the presence or absence of multicollinearity can be seen from the tolerance value and its opposite and the variance inflation factor (VIF). How to determine whether there is a deviation from the multicollinearity test is by looking at the tolerance and VIF values of each independent variable; if the tolerance value > 0.10 and the VIF value < 10 , then the data is accessible from multicollinearity symptoms, and vice versa. From the multicollinearity test results, it can be seen: 1) The tolerance value of the Self-esteem variable (X1), namely 0.499, is more significant than 0.10. Meanwhile, the VIF value of the Self-esteem variable (X1), namely 2.002, is smaller than 10.00, so it can be concluded that there is no multicollinearity or the data is accessible from multicollinearity. 2) The tolerance value of the Self Efficacy (X2) variable, namely 0.431, is more significant than 0.10. Meanwhile, the VIF value of the Self Efficacy variable (X2), namely 2.321, is smaller than 10.00, so it can be concluded that there is no multicollinearity or the data is accessible from multicollinearity. The tolerance value of the Satisfaction variable (Z), namely 0.367, is more significant than 0.10. Meanwhile, the VIF value of the Job Satisfaction variable (Z), namely 2.728, is smaller than 10.00, so it can be concluded that there is no multicollinearity or the data is accessible from multicollinearity.

The heteroscedasticity test is conducted to test whether, in a regression model, there is an inequality of variance from the residuals of one observation to one conservation. The heteroscedasticity test is done by looking at the residual distribution; if the residual distribution does not form a pattern, then there are no symptoms of heteroscedasticity in this study. The *path analysis* method is used to test the hypothesis put forward. Path analysis is used to determine the effect of Self-esteem (X1) and Self-esteem (X2) variables on Job Satisfaction (Z) and to determine the impact of self-esteem (X1), Self-Efficacy (X2), and Job Satisfaction (Z) variables on Medical Personnel Performance (Y). The following are the results of the path analysis in the table below:

Table 6.
Path analysis test results.

Influence	SC BETA (Path coefficient)
Effect of X1 on Z	0,390
Effect of X2 on Z	0,459
Effect of X1 on Y	0,267
Effect of X2 on Y	0,225
Effect of Z on Y	0,439

Table 6 shows that the Path Coefficient of the Self-esteem Variable (X1)

- In Equation 1, the path coefficient of the self-esteem variable is 0.390. This indicates that self-esteem (X1) positively affects medical staff's job satisfaction (Z).
- In Equation 2, the path coefficient of the self-esteem variable is 0.267. This shows that self-esteem (X1) positively affects the performance of medical personnel (Y). Path coefficient of self-efficacy variable (X2)
- In Equation 1, the path coefficient of the self-efficacy variable is 0.459. This shows that Compensation (X2) positively affects medical personnel's job satisfaction (Z).
- In Equation 2, the path coefficient of the self-efficacy variable is 0.225. This shows that self-efficacy (X2) affects the performance of medical personnel (Y) and the path coefficient of the job satisfaction variable (Z). In equation 2, the path coefficient of the job satisfaction variable is 0.439. This shows that job satisfaction (Z) positively affects the performance of medical personnel (Y).

The t-test is used to see the significance of the influence of each variable between the variables of self-esteem (X1) and self-efficacy (X2) on job satisfaction (Z), as well as to determine the effect of self-esteem variables (X1), self-efficacy (X2), and job satisfaction (Z) on the performance of medical personnel. The following are the results of the t-count calculation and each variable's significance level.

Table 7.
Regression coefficient testing.

Variables	T count	t table	Value significance	Description
Self esteem (X1)	3,541	1,986	0.001	Significant
Self-efficacy (X2)	4,118	1,986	0.000	Significant

Table 7 shows that confidence level is obtained by determining the confidence level, namely 0.05: $2 = 0.025$, and the degree of freedom, $87-4 = 84$. This means that the t table value can be seen in the 0.025 confidence level column in the 84 column with a t table value of 1.986. The self-esteem variable has a t value more significant than the t table, namely $2.632 > 1.986$. This shows that H3 is accepted, which means that self-esteem has a positive and significant effect on the performance of medical personnel in private hospitals in Mataram City, West Nusa Tenggara. The self-efficacy variable has a t value more significant than the t table, namely $2.175 > 1.986$. This shows that H4 is accepted, which gives a positive and significant effect of self-efficacy on the performance of medical personnel in private hospitals in Mataram City, West Nusa Tenggara. The job satisfaction variable has a t value more significant than the t table, namely $4.683 > 1.986$. This shows that H5 is accepted, which means that job satisfaction has a positive and significant effect on the performance of medical personnel in private hospitals in the city of Mataram, West Nusa Tenggara.

5. Discussion

Based on the tests that have been carried out, it can be concluded that self-esteem positively and significantly affects job satisfaction. This result is shown from the *path* analysis value of 0.390 or 39%; the *path* analysis value is positive, which means that when the self-esteem given increases, it will increase the job satisfaction of medical personnel in private hospitals in the city of Mataram, West Nusa

Tenggara and the significance obtained is 0.001 less than 0.05. So, it is concluded that H1 is accepted; there is a positive and significant effect of self-esteem (X1) on medical personnel's job satisfaction (Z). So, it is received, and there is a positive influence and sign of self-esteem (X1) on medical personnel's job satisfaction (Z) in private hospitals in the city of Mataram, West Nusa Tenggara.

How much do medical personnel in private hospitals in Mataram City appreciate and like themselves without seeing the conditions and situations they face? Self-esteem is an essential factor in providing job satisfaction and working well. In this case, self-esteem determines the direction of the organization's goals. According to the theory put forward by Baron and Byrne [19], self-esteem needs to be evaluated so that employees can develop themselves according to what is expected, including increasing their satisfaction at work. One of the primary purposes of employees staying to work in an agency is how an employee feels someone is valuable and feels able to work as expected in the place where the employee works. These feelings can increase one's self-satisfaction at work. These results are supported by previous research conducted by Alavi and Askaripur [20], who revealed a significant relationship between self-esteem and job satisfaction. Satuf et al. [21] found self-esteem to have a protective effect on job satisfaction.

Based on the tests that have been carried out, it can be concluded that self-efficacy positively and significantly affects job satisfaction. This result is shown from the *path* analysis value of 0.45; the positive *path analysis* value means that when self-efficacy increases, job satisfaction will increase, and the significance obtained is 0.000 less than 0.05. So it is concluded that H2 is accepted, there is a positive and significant effect of self-efficacy (X2) on job satisfaction (Z). So, it is concluded that H2 is accepted; there is a positive and significant effect of self-efficacy (X2) on medical personnel's job satisfaction (Z) in private hospitals in Mataram City, West Nusa Tenggara. Fallah [22] states that a person's self-confidence, the extent to which the person can complete the tasks given to him, will be able to provide enthusiasm and work as well as possible and, in the end, can also increase satisfaction in that person. Demir [7] found that self-efficacy significantly positively affects job satisfaction.

Based on the tests that have been carried out, it can be concluded that self-esteem has a positive and significant effect on employee performance. This result is shown from the *path* analysis value of 0,267. The *path* analysis value, which is positive, means that when the given self-efficacy increases, it will improve the performance of medical personnel in private hospitals in Mataram City, West Nusa Tenggara. and the significance obtained is 0.010, more diminutive than 0.05. It can be concluded that H3 is accepted; there is a positive and significant effect of self-esteem (X1) on the performance of medical personnel in private hospitals in Mataram, West Nusa Tenggara. An organization that successfully achieves its goals and can meet its responsibilities will depend on its employees, especially those with self-esteem and respect for themselves and their environment. Employees who have good self-esteem will work earnestly to improve job performance for the common good, Barron and Byrne. This study's results align with previous research by Akgunduz [23], which found that self-esteem affects employee performance. Ferris et al. [24] show that self-esteem positively and significantly affects employee performance.

Based on the tests, self-efficacy positively and significantly affects employee performance. This result is shown from the path analysis value of 0.255. The path analysis value, which is positive, means that when compensation increases, it will improve employee performance, and the significance obtained is 0.00 less than 0.05. So, it is concluded that H4 is accepted; there is a positive and significant effect of self-efficacy (X4) on employee performance (Y). So c, H4 is accepted, and there is a positive and significant effect of self-efficacy (X4) on Employee Performance (Y). Self-efficacy can improve employee performance. Self-efficacy is one of the factors directly or indirectly affecting high and low job satisfaction and employee performance. Self-efficacy in employees dramatically affects job satisfaction and performance because it should be self-efficacy that exists in employees must be maintained if necessary to be improved. The research results align with the findings of Maria et al. [25], which revealed that self-efficacy significantly affects employee performance.

Based on the tests, job satisfaction positively and significantly affects employee performance. This result is shown from the path analysis value of 0.439, which is positive, which means that when job satisfaction increases, it will improve employee performance. The significance obtained is 0.030, less than 0.05. So, it is concluded that H5 accepts significant satisfaction (Z) in employee performance (Y). So, H5 is accepted as considerable satisfaction (Z) on Employee Performance (Y).

According to Riyanto et al. [26] states that an employee who is dissatisfied with his job can job satisfaction work better to improve himself. So, high and reasonable satisfaction is reflected in the sense of responsibility and passion for work that creates a desire to work and give the best in his work. If someone is encouraged or has job satisfaction, that person's performance will increase, and completing tasks and responsibilities at work will speed up [27]. This is also shown by the questionnaire respondents filled out, which states that hard work, efforts to progress, and colleagues can significantly improve performance. These results align with research conducted by Ricardianto et al. [28], which shows that satisfaction has a positive and significant effect on performance. If job satisfaction is high, then the performance.

The calculation results by calculating the indirect effect path also show that the influence is positive because the magnitude of the path coefficient is 0.802. Based on these results, it can also be seen that the effect of self-esteem (X1) on employee performance (Y) indirectly is 0.171. The calculation results obtained show that the impact of self-esteem (X1) indirectly through performance (Z) on Employee Performance (Y) of 0.171 is smaller than the effect of self-esteem (X1) directly on Employee Performance (Y) of 0.267. This result is that the direct calculation by not using the intervening variable of job satisfaction is better than using the intervening variable of job satisfaction with the result of a contribution of 0.267, it can be concluded that job satisfaction (Z) is not able to be a variable that mediates between self-esteem (X1) on Employee Performance (Y) because the results of indirect calculation of self-esteem on employee performance through job satisfaction are smaller than the direct calculation of self-esteem on employee performance.

These results are based on research conducted by Pierce and Gardner [29], which shows that self-esteem indirectly through work motivation has a smaller value than the direct effect of self-esteem on employee performance. So, job satisfaction did not succeed in becoming an intervening variable between self-esteem and employee performance. The impact of self-esteem on performance through job satisfaction is an intervening variable, which means H6 is rejected. Likewise, the results of the calculation of self-efficacy on performance through job satisfaction show that the indirect effect is smaller than the direct effect, namely the 0.201 indirect effect, while the direct impact is 0.225, which means H7 is rejected. The results of the calculation using the significance test and the two-way significance level of 0.025 shows that the calculated t value of Compensation (X2) The calculated t value is smaller than the t table, so it can be concluded that H7 is rejected, self-efficacy (X2) has no significant effect on Employee Performance (Y) through job satisfaction (Z) Research conducted by Peng and Mao [9] with results that match the results in this study. The results of his research indicate that job satisfaction cannot mediate the effect of self-efficacy on performance.

6. Conclusions

Self-esteem has a positive and significant effect on job satisfaction. Self-efficacy has a positive and significant impact on job satisfaction. Self-esteem has a positive and significant effect on performance. Self-efficacy has a positive and significant impact on performance. Job satisfaction positively and significantly affects medical personnel's performance in Mataram City private hospitals. Self-esteem does not significantly affect employee performance through job satisfaction because the t count is smaller than the t table value with a two-way sig—level of 0.025. The direct effect of self-esteem on the performance of medical personnel directly by not using the intervening variable of job satisfaction is better than using the intervening variable of job satisfaction. So, job satisfaction cannot be a mediating or intervening variable between self-esteem and performance. Self-efficacy does not significantly affect the performance of medical personnel through job satisfaction because the t count is smaller than the t

table value with a two-way sig. Level of 0.025. The direct effect of self-efficacy on employee performance in a direct way by not using job satisfaction intervening variables the riser than using job satisfaction intervening variables. The value of the direct effect is greater than the indirect effect. So, job satisfaction cannot be a mediating or intervening variable between self-efficacy and performance.

Based on the discussion of the research results, conclusions, and research that the researchers have presented above, suggestions can be given, namely: based on the results of research on self-esteem, almost all indicators are high but seen from the average has the lowest value among these indicators, has the lowest value, namely the medical staff feel that the people around them do not accept them well for that the researcher suggests, it is necessary to have introductions between employees, get to know each other, if required there is a family gathering event so that between employees know each other and can fill each other between medical personnel and others, with the hope that self-esteem will get better. From the data collected, self-efficacy is a high category, where all indicators show a high medical personnel response. However, the indicator of medical personnel's persistence in completing tasks is the lowest score; it needs to be suggested that the institution provides better training or learning to these medical personnel to grow confidence that they can work more persistently. Based on the results of research on job satisfaction, almost all indicators are high, but judging from the average satisfaction from the income they get has the lowest score; for this reason, researchers suggest that private hospitals in the city of Mataram pay more attention to their rights related to income to be better, maybe there is overtime pay, food money, transfer money, so that medical satisfaction can be even better.

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