

## DEVELOPMENT OF AN ETHNIC-BASED JOB CRAFTING MODEL ON NURSE PERFORMANCE AT PALAGIMATA GENERAL HOSPITAL, BAUBAU CITY

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**BACKGROUND:** The quality of nursing care in hospitals is influenced by nurses performance. The performance of nurse is crucial to achieving the hospital's objectives because nurses are at the forefront in providing patient care. The increasing demands on healthcare professionals, especially nurses, to provide optimal nursing care encourage nurses to develop their skills to maximize performance for taking care of patients. An imbalance and lack of readiness among nurses to handle job demands and their capabilities (job resources) to adapt to changes in the work environment can lead to burnout and difficulty in achieving work-life balance, therefore it requires a skill like job crafting to reorganize work in the most appropriate way. Job crafting (JC) relates to workers' behaviors, particularly their intention to find meaning and value in their work, and it also has a positive effect on both individuals and organizations. Behavior and ethnicity, on the other hand, are aspects supporting the community's social life, including the interactions between nurses and patients in hospitals. Based on the diverse ethnicities in Indonesia, this study investigated the implementation of ethnicity-based job crafting, such as the Buton Ethnicity. The concept of ethnicity-based job crafting has the potential to become a reference model for the implementation of job crafting among nurses in hospitals.

**METHOD:** This study employed a mixed-method approach. The first stage involved conducting in-depth interviews, followed by the second stage, including measurements using questionnaires administered to 220 nurses. The data were analyzed using Confirmatory Factor Analysis (CFA) within the Structural Equation Modeling (SEM) framework, employing AMOS software.

**RESULTS & DISCUSSION:** The in-depth interviews regarding the ethnic indicators developed for job crafting among nurses at RSUD Palagimata Baubau indicated the following points: (1) Nurses were aware of the customs or traditions believed and practiced by patients, (2) They could adapt to the patients' cultural environment, (3) They adapted to patients who believe that skin diseases in children are caused by the absence of traditional ceremonies, and (4) They were able to convince patients that illnesses are not due to the absence of traditional ceremonies. Moreover, the quantitative analysis showed job crafting among nurses at RSUD Palagimata Kota Baubau indicated, based on testing results, that job demand directly influenced job crafting with a structural coefficient of 0.386. Ethnicity directly influenced job resources with a structural coefficient of 0.802. Ethnicity also directly affected job demand with a structural coefficient of 0.613. Job resources directly affected on job crafting with a structural coefficient of 0.623, and job crafting had a direct effect on nursing care performance with a structural coefficient of 0.000. Based on the CFA analysis, it can be inferred that ethnicity had an indirect influence on job crafting in shaping nurse performance at RSUD Palagimata Baubau.

**CONCLUSION:** The ethnic-based job crafting model is built on job demands and job resources, with ethnic aspects that have no direct influence to the improvement of nurse performance at RSUD Palagimata. It is recommended for future researchers to study job crafting on different subjects within the hospital environment using different strategies.

**KEYWORDS :** *Job crafting*, Ethnic, Performance, Nurse, Hospital