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## Effect of E-learning and Organizational Commitment on Nurse Performance (Case Study for Intensive and Outstanding Nurses at Siloam Sriwijaya Hospital Palembang)

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**Abstract---***The purpose of this study was to determine how the effect of e-learning and organizational commitment on the performance of nurses at Siloam Sriwijaya Hospital in Palembang. The sample in this study were inpatient and outpatient nurses at Siloam Sriwijaya Hospital Palembang. The sampling technique in this study used a census or a saturated sample of 113 respondents. The analysis technique used is multiple linear regression analysis. The results showed that 1) E-learning had a positive and insignificant effect on nurses' performance, and 2) organizational commitment has a positive and significant effect on the performance of nurses at Siloam Sriwijaya Hospital in Palembang. Suggestions that can be submitted include 1) Need to improve the reliability aspect of e-learning; 2) It is necessary to increase the nurse's sense of comfort to increase the nurse's organizational commitment, and 3) Need to improve supervision of nurses to use time efficiently in carrying out their work.*

**Keywords---***commitment organization, e-learning, hospital, nurses, performance.*

#### Introduction

The hospital is a health service institution that provides complete individual health services that provide inpatient, outpatient, and emergency services (Law of the Republic of Indonesia No. 44 of 2009). Currently, hospitals are required to continuously improve organizational conditions by increasing efficiency and increasing competitiveness to survive in the long term (Nurhayati, 2013). Hospital managers need to see the changes that occur due to technological advances, the influence of globalization, increasingly high business competition, and critical patient behavior in choosing health services (Wijaya, 2013).

Siloam Sriwijaya Hospital Palembang is a hospital located in a strategic location in the heart of Palembang City, South Sumatra, which strives to continue to grow and make changes for the better (Goldin, 2016; Barro, 2001). Every year Siloam Sriwijaya Hospital Palembang conducts performance evaluations for each employee, including nurse performance evaluations. The performance of Inpatient and Outpatient nurses in 2020 with an outstanding category is only 10%, a good category is 25%, a good enough category is 50%, a good category is 11%, and a nurse

performance in a poor category is 4%. The evaluation results indicate that the performance of Inpatient and Outpatient nurses is not optimal and needs to be evaluated further to determine the factors that influence the lack of nurse performance (Chandler & Hanks, 1993; Zahra & Covin, 1995).

Organizations are expected to keep human resources well trained and effective (Nimalathan & Brabete, 2010). Especially for organizations engaged in services, maintaining the performance of their employees is one of the efforts to meet customer satisfaction (Indrawati, 2013). Adequate performance requires a solid commitment to the organization's interests and will be meaningful if supported by three main elements: knowledge, skills, and attitudes. These three elements can be maximized through training, education, and development (Mangkunegara & Octorend, 2015).

Siloam Sriwijaya Hospital Palembang has a development and training program for each employee to develop knowledge, skills, and attitudes. Employees are required to attend training with an achievement target of 40 hours per year for each employee. However, not 100% of Inpatient and Outpatient nurses have reached the training target. There are several reasons why nurses do not reach the training target, one of which is arranging training hours with nurses' working hours (Training and Education Siloam Sriwijaya Hospital Palembang, 2019).

To overcome the problem of not achieving employee training targets, Siloam Sriwijaya Hospital Palembang has started a remote training program through an e-learning platform that Siloam Hospital employees can access from the internet. The goal is to carry out training when employees have free time or are not in working hours. It is hoped that e-learning can be more effective than face-to-face as before, and all employees of Siloam Sriwijaya Hospital can achieve the target of training hours (Ozuorcun & Tabak, 2012; Lau & Tsui, 2009).

E-learning is one of the information systems owned by Siloam Hospital that can be accessed by nurses at Siloam Sriwijaya Hospital Palembang and is used to carry out the training process, access journals, and view the results of the training process. Before the existence of e-learning, training activities were carried out manually or face-to-face. With e-learning it is hoped that it will affect the performance of nurses at Siloam Hospital because it will impact employee activities, making it easier for nurses to no longer have trouble managing work schedules and training schedules (Siloam Sriwijaya Hospital Palembang, 2020).

The purpose of the e-learning system is to help companies improve employee training and organizational HRM (Meyer et al., 2002; Atak & Erturgut, 2010; Sari et al., 2019). The e-learning system provides a portal as a cost-effective tool to help employees gain professionalism in the workplace. The desired result of employee training is a more extended change and cognitive changes (Chen et al., 2010). Today, organizations regularly use technology to provide training for employees because it provides several benefits such as cost savings in travel and training time expenses, flexibility in training delivery, availability of diverse materials, standardized and constant delivery of training, permanent use of resources. Within the company, increase worker productivity, increase the number of trained employees, remain competitive, etc (Womble et al., 2008; Newton & Doonga, 2007).

The phenomenon that occurs at Siloam Sriwijaya Hospital in Palembang today, the number of employees who resign every year shows the highest percentage is Inpatient and Outpatient Rooms compared to other rooms. The number of nurses who resigned in Outpatient in 2018 was 5.4%, in 2019 as many as 4.2%, and in 2020 as many as 4.2% while the number of nurses who resigned in the Inpatient Room in 2018 was 5.9%, in 2019 as many as 7.8%, and in 2020 as many as 6.6%.

Organizational commitment is a strong desire to remain a member of a particular organization and strive to follow what is expected by the organization. In addition, organizational commitment is an attitude that reflects employee loyalty to an organization and a continuous process in which members of the organization express concern for the organization as well as continued success and progress (Luthan, 2006).

The organizational commitment factor is also essential in maximizing employee performance. Research conducted by Aguilera-Dena et al., (2018) and Amirul Islam et al., (2017), shows that organizational commitment positively and significantly affects employee performance. However, it is different from the research results conducted by Rahardja (2017), where organizational commitment does not affect employee performance. The research results conducted by Renyut et al., (2017), also stated that organizational commitment has a positive but not significant effect on employee performance.

Researchers want to know whether e-learning implemented by Siloam Sriwijaya Hospital in Palembang and nurses' organizational commitment has a positive and significant effect on nurse performance, thus encouraging researchers to research with the title "Effect of E-learning and Organizational Commitment on Nurse Performance (Case Study for Inpatient Nurses and Outpatients at Siloam Sriwijaya Hospital Palembang).

## *Literature review*

### *E-learning*

E-learning, or electronic learning, is an internet-based teaching system. References to concepts comparable to e-learning first appeared around the 1970s. The term e-learning itself began to be used around the beginning of the millennium. However, the development of e-learning has proliferated over the last few years. E-learning has been developed into a more interactive and personal online learning with multimedia roles (Aimeur & Hage, 2010).

According to Henderson (2003), e-learning is distance learning that uses computer technology and the internet. Kumar (2002), describes e-learning as learning that uses electronic circuits (LAN, WAN, or internet) to deliver learning content, interaction, or guidance. According to Surjono (2011), e-learning is part of the development of information and communication technology. E-learning, learners are expected to play an active role in searching for new information and knowledge. Chen et al. (2010), defines e-learning as combining technology with learning, which is delivered using telecommunications and information technology, and the type of training delivered through computers supports learning and organizational goals.

E-learning can include instructors who are divided into purely online and mixed categories. Other forms of e-learning are group learning, independent study, independent study with material experts, web-based, computer-based (CDROM), and video/audio cassettes. E-learning can be delivered using print media (e-text, eBooks, e-zines), video (video streaming, videotape, satellite transmission, cable), audio (streaming audio, audiotape), reviews, and exams (electronic, interactive). Paper), and communication (asynchronous, threaded discussions, weblogs, forums) or synchronous-chat (video conferencing, and teleconferencing) (Kamal et al., 2016).

There are many examples of positive effects of e-learning, such as changes in attitudes and participant satisfaction, increased learning outcomes, increased performance, increased motivation, and commitment. Effective e-learning is expected to increase participants' knowledge, influence how the material learned is used in practice, and help develop newly acquired skills. E-learning also removes physical and time barriers increase the accessibility of new knowledge, and can more easily provide timely learning (Wang et al., 2011; Zhang et al., 2014). The use of e-learning by employees has varied correlations with work productivity, job performance, job satisfaction, and organizational commitment (Kuznia, 2014). According to O'Brien (1988), to get the benefits of e-learning, four things need to be maximized, namely:

- **Speed**  
E-learning is capable of executing millions of instructions per second. This processing speed allows information systems to provide information promptly to information users. Poorly designed computerized e-learning will not provide timely information. Ensuring the speed capability of e-learning is necessary to improve hardware, software, and human resources.
- **Accuracy**  
E-learning accurately processes large amounts of data according to complex processing procedures.
- **Reliability**  
Computerized e-learning is directly related to the reliability of computers and their electronic circuits. Operates consistently is for long periods without failure.
- **Economy**  
Computerized information processing is more economical than a manual for most uses. These cost advantages continue to increase as developments in technology continue to lower processing costs. Appropriate procedures need to be developed by management to control the cost of using e-learning.

### *Organizational commitment*

According to Yılmaz & Kılıçoğlu (2013), commitment is an agreement to do something for oneself, another person, or a group/organization. Organizational commitment reflects the level of individuals in identifying themselves with the organization related to the goals. According to Sopiah (2008), organizational commitment is an employee psychological bond that is characterized by a strong belief and acceptance of the goals and values of the organization, a willingness to strive for the achievement of organizational interests, and a strong desire to maintain a position as a member of the organization.

According to Robbins (2016), organizational commitment is a psychological state that characterizes the employee's relationship with the organization, the implications of which affect employees' stay in the organization or not. There are three dimensions of organizational commitment, namely:

- **Affective Commitment**  
Affective commitment is an emotional bond to the organization and belief in the values of the organization. Someone who has a solid affective commitment will continue to work in the organization because they want to do that.
- **Normative Commitment**  
Employees stay in an organization for moral or ethical reasons and arise from the values in employees. Employees stay in the organization because of the awareness that organizational commitment should and must be done.
- **Continuance Commitment**  
Continuance commitment is the perceived economic value of staying in an organization compared to leaving the organization. For example, employees stay in an organization because they need a salary and rewards or cannot find another job.

### *Performance*

According to [Robbins \(2016\)](#), performance is achieved by employees in their work based on existing criteria. Meanwhile, according to [Wirawan et al. \(2015\)](#), performance is the output produced by the functions or indicators or a job within a specific time. In line with [Mangkunegara & Octorend \(2015\)](#) opinion, employee performance results from work in quality and quantity achieved by an employee in carrying out their duties following the responsibilities given.

In the Indonesian Dictionary, performance is defined as something that is achieved, the achievements are shown, and work performance. In English the meaning of performance is the result of work that a person or group of people can achieve in an organization according to their respective authorities and responsibilities to achieve the goals of the organization concerned legally, not violating the law, and following morals and ethics ([Bollen et al., 2010](#)).

According to [Takai & Jones \(2003\)](#), many things cause poor performance, including personal abilities, manager abilities, process gaps, environmental problems, personal situations, and motivation. [Wood et al. \(2001\)](#), see the factors that can affect individual performance as a function of the interaction of individual attributes (individual attributes), work effort (work effort), and organizational support (organizational support). According to [Agusta et al. \(2005\)](#), everyone's performance is influenced by several factors, namely: Individual competence, namely the ability and skills to do work and organizational support, employee performance depends on organizational support in organizing, providing work facilities and infrastructure, selecting technology, a comfortable working environment, and working conditions and terms.

According to [Mangkunegara & Octorend \(2015\)](#), factors that can affect performance include ability factors where in general, abilities are divided into two, namely potential abilities (I.Q.) and reality abilities (knowledge and skills) and motivation factors, where motivation is formed from employee attitudes in dealing with situations work. [Beer \(2009\)](#), states that organizations with a high commitment can provide sustainable performance by developing three organizational pillars: performance alignment, psychologic, psychological alignment, and capacity for training and change. There are five dimensions to measure employee performance, [Robbins \(2016\)](#), including the following:

- **Quality**  
The quality of work is measured by employees' perceptions of the quality of the work produced and the perfection of tasks on the skills and abilities of employees.
- **Quantity**  
Quantity is the amount produced, expressed in terms of the number of units or cycles of activity completed.
- **Accuracy**  
Timeliness is the level of activity completed and seen with the output and maximizes the time available for other activities.
- **Effectivity**  
Effectiveness is the level of use of organizational resources such as workforce, technology, money, and raw materials to maximize and improve the results of each unit in the use of resources.
- **Automatic**  
Independence is the level of employees who carry out work functions.

### *Hypothesis*

The hypothesis in this study is:

H<sub>1</sub>: E-learning has a positive and significant effect on the performance of nurses at Siloam Sriwijaya Hospital Palembang

H<sub>2</sub>: Organizational commitment has a positive and significant effect on the performance of nurses at Siloam Sriwijaya Hospital Palembang.

### **Method**

#### *Research context*

The scope of this research is the scope of research in the group/field of human resource management. For the research conducted to be more focused following the phenomena and objectives to be studied, the scope of this research is limited to e-learning issues and organizational commitment to the performance of nurses at Siloam Sriwijaya Hospital Palembang. The scope of the research is limited by three main variables, namely e-learning variables, organizational commitment, and performance.

#### *Population and Sample*

The population in this study were all Inpatient and Outpatient nurses at Siloam Sriwijaya Hospital Palembang, totaling 113 nurses. In this study, all populations were sampled. This is called a census or saturated sample.

#### *Validity test*

Validity measures how well an instrument is made to measure a particular concept that it wants to measure. The validity of each question in the questionnaire can be seen in the number of numbers contained in the corrected item-total correlation column (Kuncoro, 2013). The basis for making the decision is:

If  $r_{count}$  is positive and  $r_{hitung} > r_{table}$ , then the item or variable is valid. However, if  $r_{count}$  is positive and  $r_{hitung} < r_{table}$ , then the item or variable is invalid.

If  $r_{count} < r_{table}$  but is negative, then the item or variable is invalid.

#### *Reliability test*

Reliability shows the consistency and stability of a score (measurement scale). Reliability pays attention to the issue of accuracy. The reliability of measurement indicates the extent to which the measurement is unbiased (error-free) and, therefore, can guarantee consistent measurement across time and the various items in the instrument. According to Hair et al. (2010), the value or method used to conclude the reliability of an instrument is Cronbach's Alpha. Cronbach's Alpha is a reliable standard with a value from 0 to 1; a variable is declared reliable if Cronbach's Alpha is 0.6

#### *Method of Successive Interval (MSI)*

Method of Successive Interval (MSI) analysis is used to convert ordinal scale data into interval scale.

#### *Multiple Linear Regression analysis*

Multiple linear regression analysis is helpful to determine the effect or direct relationship between two variables or more independent variables with one related variable so that multiple linear regression analysis techniques are used. In this study, the variables used are e-learning (X<sub>1</sub>), organizational commitment (X<sub>2</sub>), and the dependent variable of nurse performance (Y). Multiple linear regression analysis using the following regression equation:

$$Y = a + b_1X_1 + b_2X_2 + e$$

Information:

Y = Dependent Variable (Nurse Performance)

- X1 = E-learning variables  
 X2 = Independent Variable (Organizational Commitment)  
 a = Constant.  
 b<sub>i</sub> = Regression Coefficient  
 e = Error or disturbance variable value related to the i-th observation

## Result and Discussion

### Results of Validity Test and Reliability Test

Table 1  
Validity test results

No	Variable	Items	Accounting	table	Info.
1	<i>E-learning</i> (X <sub>1</sub> )	X1.1	0.800	0.367	Valid
		X1.2	0.534	0.367	Valid
		X1.3	0.505	0.367	Valid
		X1.4	0.646	0.367	Valid
		X1.5	0.474	0.367	Valid
		X1.6	0.710	0.367	Valid
		X1.7	0.406	0.367	Valid
		X1.8	0.694	0.367	Valid
		X1.9	0.568	0.367	Valid
		X1.10	0.670	0.367	Valid
2	Organizational Commitment (X <sub>2</sub> )	X2.1	0.570	0.367	Valid
		X2.2	0.454	0.367	Valid
		X2.3	0.611	0.367	Valid
		X2.4	0.437	0.367	Valid
		X2.5	0.499	0.367	Valid
		X2.6	0.742	0.367	Valid
		X2.7	0.560	0.367	Valid
		X2.8	0.645	0.367	Valid
		X2.9	0.583	0.367	Valid
		X2.10	0.378	0.367	Valid
3	Nurse Performance (Y)	Y.1	0.456	0.367	Valid
		Y.2	0.531	0.367	Valid
		Y.3	0.566	0.367	Valid
		Y.4	0.572	0.367	Valid
		Y.5	0.367	0.367	Valid
		Y.6	0.588	0.367	Valid
		Y.7	0.637	0.367	Valid
		Y.8	0.572	0.367	Valid
		Y.9	0.648	0.367	Valid
		Y.10	0.728	0.367	Valid

Sources: Processed data, 2021

Table 1 shows that all indicators used to measure the variables used in this study have a value of count > table and a significance value of <0.05. Thus, the indicators used in this research variable can be stated as appropriate or relevant and can be used as indicators in data collection.

Table 2  
Reliability Test results

Variable	Alpha	Notes
<i>E-learning</i> ( $X_1$ )	0.800	Reliable
Organizational Commitment ( $X_2$ )	0,737	Reliable
Nurse Performance (Y)	0,761	Reliable

Source: Processed data, 2021

The reliability test results in table 2 show that the Alpha coefficient of all variables is  $>0.6$ , which means the items in the research questionnaire can be said to be reliable and can be used as a research data collection tool.

*Result of data analysis*  
*Normality test*

The normality test aims to test whether the regression model, the dependent variable, and the independent variable both have a normal distribution or not. If this assumption is violated, the statistical test becomes invalid and parametric statistics cannot be used. A good regression model is to have residual values normally distributed (Spiegel et al., 2004). The normality test in this study used the Kolmogorov-Smirnov normality test with SPSS version 22. The normality test results presented in table 3 show a significance value (Sig.) of 0.200 ( $> 0.05$ ). So it can be concluded that the research data is usually distributed.

Table 3  
Result of Normality test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		113
Normal Parameters	Mean	,0000000
	Std. Deviation	4,71840363
	Most Extreme Differences	
	Absolute	,057
	Positive	,057
	Negative	-,043
Test Statistic		,057
Asymp. Sig. (2-tailed)		,200

Source: Data Processed, 2021

*Multicollinearity test*

The multicollinearity test was carried out by looking at the tolerance and variance inflation factor (VIF) values and the analysis results using the SPSS version 22 application. If the tolerance value is higher than 0.10 or VIF is less than 10, it can be concluded that there is no multicollinearity (Hair et al., 2010). Table 4 shows a tolerance value of 0.903 ( $> 0.10$ ) and a VIF value of 1.107 ( $< 10$ ), so it can be concluded that there is no multicollinearity.

Table 4  
Multicollinearity test results

Model	Coefficients	
	Collinearity Statistics	
	Tolerance	VIEW
1 (Constant)		
E-learning	,903	1,107

Organizational Commitment	,903	1,107
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Source: Processed data, 2021

*Heteroscedasticity test*

The heteroscedasticity test is a test carried out to see whether there is an inequality of variance from one residual to another observation. The regression model that meets the requirements is a similarity of variance from the residual of one observation to another observation, which is fixed or referred to as homoscedasticity. Heteroscedasticity can be done using the scatter plot method by plotting the ZPRED value (prediction value) with SRESID (residual value). A good model is obtained if there is no specific pattern on the graph, such as gathering in the middle, narrowing, and then widening or vice versa.

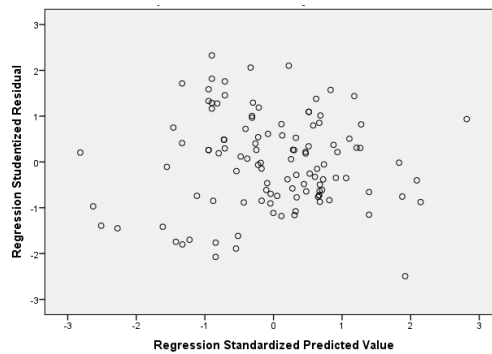


Figure 1. Heteroscedasticity test results  
Source: Processed data, 2021

Based on the results of the heteroscedasticity test using SPSS version 22 presented in Figure 4.2, the following results were obtained:

- The dots do not collect just above or below
- The spread of the dots does not form a wavy pattern, then narrows and widens again
- The spread of data points is not patterned

So, it can be concluded that there is no heteroscedasticity in the research data used.

*Multiple Linear Regression analysis*

Multiple linear regression analysis helps know the direct influence between 2 variables with one related variable. In this study, the independent variables used are the e-learning variable (X1), organizational commitment (X2), and the dependent variable nurse performance (Y).

Table 5  
Multiple Linear Regression analysis

Model	Coefficients		
	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
1 (Constant)	10,140	3,873	
E-learning	,134	,108	,112
Organizational Commitment	,410	,099	,375

Source: Processed data, 2021



Based on the results of multiple linear regression, the regression equation model can be written as follows:

$$Y = 10,140 + 0,134 X_1 + 0,410 X_2$$

- 1) The constant (a) of 10.140 indicates that the e-learning and organizational commitment variables are considered 0, then the performance level of nurses at Siloam Sriwijaya Hospital is 10.140.
- 2) The regression coefficient value of the e-learning variable is 0.134, indicating that if the e-learning variable increases by 1 unit, it will increase the performance of nurses at Siloam Sriwijaya Hospital by 0.134.
- 3) The regression coefficient value of the organizational commitment variable is 0.410, indicating that if the variable in organizational commitment increases by 1 unit, it will increase the performance of nurses at Siloam Sriwijaya Hospital by 0.410.

#### *Correlation Coefficient (r) and Determination Coefficient (R<sup>2</sup>)*

Based on table 4.6 shows the value of the correlation coefficient (r) between the independent variables and related variables of 0.424 or 42.4%. The coefficient of determination is used to determine the contribution of the predictor variable (independent variable) to the criterion variable (related variable). Based on the results of calculations using SPSS version 22, which is presented in table 6, it is known that the coefficient of determination (R<sup>2</sup>) obtained is 0.179. This means that the variables of e-learning and organizational commitment have a contribution of 17.9%. At the same time, the other 82.1% are influenced by other variables not examined in this study.

Table 6  
Coefficient of Determination (R<sup>2</sup>)

Summary Model				
Model	R	R Square	Adjusted R Square	Std. The error of the Estimate
1	,424	,179	,165	4,76110

Source: Processed Data, 2021

#### *Partial test (Uji t)*

Table 7  
Partial test (Uji t)

Coefficients					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	10,140	3,873		2,618	,010
E-learning					
Organizational Commitment	,134	,108	,112	1,234	,220
	,410	,099	,375	4,129	,000

Source: Processed data, 2021

Based on the results of the t-test presented in table 7, the following results were obtained:

- 1) The t-count value of the e-learning variable is 1.234. A positive t value indicates that e-learning has a direct effect on nurse performance. Because the significance value is 0.220 > 0.05, it is found that e-learning does not affect the performance of nurses at Siloam Sriwijaya Hospital, meaning that the first hypothesis is rejected. The count value of the organizational commitment variable is 4.129. A positive t value indicates that organizational commitment has a direct effect on nurse performance.

- 2) Based on the results of the t-test, the significance value (Sig.) of the organizational commitment variable was 0.000. Because the significance value is  $0.000 < 0.05$ , it can be concluded that organizational commitment affects the performance of nurses at Siloam Sriwijaya Hospital, meaning that the second hypothesis is accepted.

#### *Model Feasibility Test (F Test)*

The F test also called the simultaneous test, identifies the appropriate or inappropriate regression equation model used to explain the independent variables (e-learning and Organizational Commitment) on the related variable (Nurse Performance).

Table 8  
Model Feasibility Test (F Test)

ANOVA					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	545,486	2	272,743	12,032	,000
Residual	2493,493	110	22,668		
Total	3038,979	112			

Source: Processed data, 2021

Based on table 8, we obtained a significance value of 0.000 ( $< 0.05$ ). So it can be concluded that the obtained linear regression model is feasible to use to explain the effect of e-learning and Organizational Commitment on Nurse Performance.

#### *Discussion*

##### *Effect of e-learning on nurse performance at Siloam Sriwijaya Hospital*

Based on the results of the analysis that has been obtained from this study, it shows that e-learning has a positive and insignificant effect on the performance of nurses, so the first hypothesis is rejected. [Bagram & Altaf \(2009\)](#), statistically prove that effective e-learning plays an essential role in improving employee performance. The results of this study are in line with research conducted by [Azuh et al. \(2015\)](#), and [Hussain et al. \(2020\)](#), which state that e-learning has no significant effect on performance. Research conducted by [Fonseca \(2007\)](#), reported that employees who currently do not use e-learning because they are not sure about the possibility of e-learning do not have time and think that e-learning is not relevant to their job. Research conducted by [Kuznia \(2014\)](#), shows that employees lack self-confidence and do not like e-learning technology. Based on the results of research that has been done, good e-learning does not necessarily affect the performance of nurses significantly.

##### *The effect of organizational commitment on nurse performance at Siloam Sriwijaya Hospital*

Based on the results of the analysis that has been obtained from this study, it shows that organizational commitment has a positive and significant effect on the performance of nurses, so the second hypothesis is accepted. According to [Gerace et al. \(2014\)](#), performance can be improved if the employee's commitment to the company's organization is vital. [Robbins \(2016\)](#), stated that organizational commitment is a relative strength. Individuals define their involvement in the organization, which is characterized by acceptance of the values and goals of the organization, willingness to work for the organization, and the desire to maintain membership in the organization.

The results of this study are the following research conducted by [Taurisa et al. \(2012\)](#); [Priyatama & Rahardja \(2014\)](#); [Hamdani & Awatara \(2016\)](#); [Wahyudi et al. \(2016\)](#); which shows organizational commitment has a positive and significant effect on employee performance. Research conducted by [Haris et al. \(2017\)](#), shows that if organizational commitment increases, it will positively impact employee performance and vice versa. This research shows that the organizational commitment variable influences the nurse's performance. This is because nurses who have high organizational commitment will give maximum and best effort to achieve organizational goals, are willing to sacrifice for the benefit of the organization, have a strong desire to remain in the organization, and are always

faithful to the responsibilities they have been committed together within the organization so that every expectation and goal of the company that has been set can be realized and can be carried out well together.

## Conclusion

Based on the results of research and analysis that has been done, it can be concluded as follows:

- 1) E-learning has a positive and insignificant effect on the performance of nurses at Siloam Sriwijaya Hospital in Palembang.
- 2) Organizational commitment has a positive and significant effect on the performance of nurses at Siloam Sriwijaya Hospital in Palembang.

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