



Relationship of work motivation with nurse performance in Installation Room of Islamic Hospital

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ABSTRACT

Background: Work motivation is often the cause of the reduced performance of nurses, it is related to the lack of internal and external motivation in the work.

Objective: This study aimed to analyze the relationship between work motivation to nurse performance in the installation room of an Islamic hospital.

Methods: The design of this study uses cross-sectional methods. The sampling method used is purposive sampling. Samples taken by 35 respondents are nurses who work in the Inpatient Room of Sakinah Islamic Hospital, Mojokerto, East Java. Research data was taken using motivation sources inventory and a nurse's work functioning questionnaire that was validated with an r count of 0.786-0.912 and reliable (Cronbach alfa = 0.876). After the tabulated data were analyzed using the Spearman Rho test with a significance level of 0.05.

Results: The results showed the motivation of nurses working in the high category (65.7%) and nursing performance showed in the excellent category (57.1%). While the results obtained from the statistical tests showed a correlation between nursing motivation and the performance of nurses with a correlation value of 0.728 with $p < 0.001$.

Conclusions: Seeing these results it is necessary to coach the head office and nurses by providing training to improve motivation and performance so nurses can lead to good service and a good image for the hospital in the community.

Keywords: work motivation; performance of nurses; nursing; hospital

Volume 2(1), 60-66

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<http://dx.doi.org/10.55048/jpnns.v2i1.78>

e-ISSN 2827-8100

p-ISSN 2827-8496

Received : September 29, 2022

Revised : November 02, 2022

Accepted : January 1, 2023

Published: January 29, 2023



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INTRODUCTION

Nursing staf development management is based on human behavior (Raza et al., 2018). The quality of hospital services is largely determined by nursing services or nursing care (Beccaria et al., 2018). So the success of nursing services is largely determined by the performance of the nurses. Nurses are the largest group in the hospital organization who work 24 hours/day which makes them more highlighted than other health teams (Kaya et al., 2022). Coaching and development of nurses are the activities that must be carried out by the leadership/head of the ward to support the performance of nurses. Many

Nursing and Healthcare Practices

- *Motivation has relationship with nurse's work performance*
- *Understanding nurse's condition and motivation can should be initiated by leader.*
- *Providing training to improve motivation and performance can be considered.*

complaints were expressed by patients against the performance of nurses who were not good, such as the lack of nurse response and unfriendly attitudes toward service (Nursalam et al., 2020). Poor performance was also expressed by the room leader that the lack of work discipline on average late attendance, a low sense of work responsibility, and the absence of a desire to advance in work by nurses became one of the factors for problems in the quality of work (Asadi et al., 2019).

Based on data from the Indonesian National Nurses Association, about 50.9 percent of nurses working in four provinces in Indonesia experience work stress, often feel dizzy, and tired, cannot rest because the workload is too high and time-consuming, and the salary is low without adequate incentives (Demirhan et al., 2020). Nurses with low motivation with moderate performance 43 (72.9%), and with good performance 16 (27.1%), while respondents were highly motivated with moderate performance 41 (55.4%) and good performance 33 respondents (44.6 %). Based on the results of a preliminary study at the hospital, it was obtained from 10 nurses 60% of nurses with less attention to the quality and quantity of work and lack of incentives provided, 40% of them paid attention to quality and quantity, while the results from 12 patients of whom 50% of patients said they were not satisfied, 30% sufficient and 20% satisfied with the performance of nurses.

In carrying out the duties and responsibilities of nurses at work, nurses need psychological support from the leadership/head of the ward where they work (Mamay et al., 2021). This support greatly affects the level of performance, one of which is motivation. One of the most common causes of decreased performance is the lack of motivation from internal and

external at work (Nursalam et al., 2020). Three factors can affect performance, among others, individual worker factors, organizational factors, and psychological factors. Low motivation will have an impact on decreasing the performance of nurses which will greatly affect the service image of a hospital in the community, poor nursing services can lead to a lack of trust and public dissatisfaction with hospitals (Fauziah et al., 2020).

One of the efforts to increase the work motivation of nurses is to do job redesign and job enrichment, while efforts to improve nurse performance are to provide achievements, recognition, challenges, interests, responsibilities, promotions, salaries, and benefits (Agustin et al., 2019). With the increase in high work motivation and good performance, it can reduce absenteeism, and turnover, and have a positive impact on the organization and a positive image in society. Based on the description above, researchers are interested in examining the relationship between work motivation and nurse performance. The purpose of this study was to analyze the relationship between work motivation and the performance of nurses in inpatient installations.

METHODS

Design

This type of research is using analytical methods with a cross-sectional approach where research aims to find out whether there is a relationship between two variables. Study search the correlation between work motivation to nurse performance in installation rooms of Islamic hospitals. This study was conducted in March–May 2021.

Sample and Setting

The population in the study of work motivation with nurse performance is all nurses who work in the Inpatient Installation Room (the operating room is 11 nurses, the classroom is 15 nurses, and the internal room is 12 nurses) at Sakinah Mojokerto Hospital with a total of 38 respondents. The criteria of respondents were nursing with minimum vocational in nursing, experience for one year, literate, and understanding of the Indonesian Language. The research sample was 35 respondents who were recruited using purposive sampling.

Table 1. Characteristics of research respondents

Characteristics	n	%
Age		
21-30 years	25	71.4
31-40 years	10	28.6
Educational background		
Diploma	26	74.3
Bachelor	9	25.7
Length of working		
< 1 year	5	14.3
1-5 years	24	68.6
6-10 years	5	14.3
>10 years	1	2.9

Table 2. Motivation and work performance

Variable	n	%
Work Motivation		
Low	4	11.4
Moderate	8	22.9
High	23	65.7
Performance		
Very low	4	11.4
Low	2	5.7
Moderate	5	14.3
Good	4	11.4
Very Good	20	57.1

Variable

The independent variable in this study is the work motivation of nurses and the dependent variable is the performance of nurses.

Instrument

Research on work motivation uses a motivation sources inventory questionnaire with a Likert scale in a statement totalling 11 items, while the performance of nurses uses a nurse's work functioning questionnaire with a Hundred T score in a statement totalling 14 items. A questionnaire that validated with r count 0.786-0.912 and reliable (Cronbach alfa = 0.876).

Data Analysis

Data were tabulated and grouped according to the variables studied to analyze the relationship between work motivation and nurse performance in the inpatient installation room

of RSI Sakinah Mojokerto by using a significant test with the selection of the Spearman Rho correlation test. All data processing is processed by a computerized system with the help of SPSS software. Spearman rank correlation test is used with $\alpha = 0.05$ and 95% confidence level.

Ethical Consideration

This research used humans as the respondents, the author already get ethical consideration from the Ethical Health Commission Faculty of Nursing, Universitas Airlangga with the number of certificate 125/KEP/2021.

RESULTS

The results showed that most of the respondents were 21 to 30 years of age with a percentage (of 71.4%), with a D3 Nursing education as many as 26 respondents with a percentage (of 74.3%) and the majority of

Table 3. The relationship between work motivation and the performance of nurses in inpatient installations

Work Motivation	Nursing Performance				
	Very Low	Low	Moderate	Good	Very Good
	n (%)	n (%)	n (%)	n (%)	n (%)
Low	3 (8.6)	1 (2.9)	0 (0.0)	0 (0.0)	0 (0.0)
Moderate	1 (2.9)	1 (2.9)	3 (8.6)	1 (2.9)	2 (5.7)
High	0 (0.0)	0 (0.0)	2 (5.7)	3 (8.6)	18 (57.1)

p < 0.001

respondents working duration of 1 to 5 years was 24 (68.6%) (Table 1).

Most of the nurses showed high motivation as many as 23 (65.7%) and a small proportion of respondents with low motivation as many as 4 (11.4%). While the performance of nurses in the very good category was 20 (57.1%) and a small proportion of respondents with poor performance were 2 (5.7%) (Table 2).

Table 3 shows that as many as 18 (51.4%) respondents have high motivation with excellent performance, and it is found that a small portion of 2 (5.7%) respondents, including 1 (2.9%) respondent has low motivation with poor performance and 1 (2.9%) respondent has moderate motivation with poor performance. Spearman Rank test results obtained value $p < 0.001$ then H_0 is rejected and H_1 is accepted, which means there is a relationship between work motivation and nurse performance in the inpatient installation room.

DISCUSSION

Among several factors that also influence this research is the age factor of the respondents, from the research results, most of the high motivation is shown in adult respondents. Age is closely related to the level of maturity or maturity of a person. Workers aged 20-30 years have relatively lower work motivation than older workers because young workers are more likely to experience disappointment at work. Based on previous studies, it was shown that nurses in the early years of work tended to explore a job more. It is proven by the high turnover intention of junior nurses in the hospital (Labrague et al., 2020). In this study, it is different from the theory, that most of the respondents aged 21-30 years have high motivation, and that age is classified as an adult age (Kovach, 2018). The adult respondents already have a level of technical and psychological maturity in carrying out tasks that will show their mental maturity

which affects the work motivation of nurses in the inpatient installation room (Agustin et al., 2019). The work motivation of nurses is related to the age of the nurse working. Nurses of mature age are more likely to be loyal to the hospital than new nurses because they are more likely to find jobs that make them comfortable and pay appropriate salaries.

A person's education will affect the ability to meet their needs according to the level of fulfillment of different needs which in turn affects work motivation (Mansaray, 2019). The results of this study are not following the theory above where respondents with a D3 Nursing education are more than respondents with a Nursing S1 education. The level of nurse education can be a higher work motivation if education must always be honed with skills and knowledge according to expertise (van der Kolk et al., 2019). The respondent's length of work will become an experience and can continue to be developed in increasing work motivation, but motivation does not mean it is obtained from someone who has a lot of experience, but a sense of recognition and attention from friends and superiors towards one's work will be able to increase one's work motivation (Jabagi et al., 2019; Ozkeser, 2019). Based on the results of research and previous studies, shows that the motivation of nurses in improving their performance is related to the latest level of education and experience during work. Nurses will show better performance if their level of education is higher as well as more experience.

One of the factors that can improve the performance of nurses is formal education of nurses. Education provides direct knowledge, not only directing the implementation of tasks but also the basis for self-development and the ability to utilize all existing facilities around for the smooth running of tasks (van Roy & Zaman, 2018). With this education is closely

related to one's performance, the higher one's level of education, the higher the level of effective performance (Trogakos et al., 2020). The more knowledge and skills obtained by nurses will make nurses have higher their work motivation.

Work motivation is one of the factors that determine a person's performance. The size of the influence of a person's work motivation depends on how much intensity of motivation is given. In the study of the internal motivation component, it was found that some respondents had high motivation because most of the nurses were responsible for the assigned tasks (Davis, 1991; Mor et al., 2004). Motivation in nurses needs to be directed, raised and stimulated such as being given a reward to further increase work motivation so that the nurse's motivation to work is getting better, if the nurse's internal motivation is not considered it will cause work to be not optimal and the quality of work to be poor (Raza et al., 2018). It was also found that some nurses had low motivation, one of which was the D3 Nursing education factor that could affect respondents' work motivation, even 6-10 years of work was not a guarantee in increasing work motivation. Nurses at work also need to be considered in external motivation, it is even found from the external motivation component that nurses will be motivated to work well if nurses at work get attention from friends and superiors. In this case, motivation is an input that must be considered both internal motivation and external motivation, so that the behavior of nurses will be formed at work (Gilbert et al., 2017).

These two factors influence each other, including the process of motivation, generating, directing, and continuing. It was found that most of the nurses had a very good performance as seen from the cooperation component, that nurses working on solving patient problems always cooperated with a team of nurses (Asadi et al., 2019). In establishing cooperation between teams, it is necessary to maintain so that every problem can be solved through evaluation, and discussion, even if the length of work is intertwined with cooperation, it will be a good work experience. It was also found that some nurses had a less visible performance from the obedience component, so nurses at work would be better if nurses took action according to SOP provisions and arrived on time according to working hours (Demirhan et al., 2020; Mamay et al., 2021).

The results obtained from the existing

theory that there is a relationship between work motivation and the performance of nurses in the Islamic hospital inpatient installation room. Because when both internal and external work motivation are considered by nurses and leaders and if low motivation can be immediately increased, the level of performance of nurses will certainly be better at work. This can be interpreted that the work motivation of nurses will determine their level of performance of nurses. So it can be said that the higher the motivation of nurses at work, the better the level of nurse performance will be, and vice versa if the lower the work motivation of nurses, the less the level of nurse performance will be.

This study shows that the limitation is that the researcher did not evaluate the difference in the workload of nurses with both low and high workloads. Nurses cannot measure the level of work motivation of nurses from the workload they feel while providing services at the hospital.

CONCLUSION

Most of the nurses working motivation in the inpatient installation room have high work motivation and also the performance of nurses mostly had a very good performance. So it was found that there was a relationship between work motivation and the performance of nurses in the inpatient installation room. This study is expected to improve the performance of nurses by improving their motivation of nurses, so hospital managers need to pay attention to the work motivation of nurses.

Declaration of Interest

The author declares that this manuscript does not have a conflict of interest with the other study or author.

Acknowledgment

The author would like to thank all those who have assisted in carrying out this research from the beginning to the end of the research. The researcher expresses his gratitude to the author's institution which has provided facilities and support to the author in carrying out this research.

Funding

This research did not get funding from any party.

Data Availability

The datasets generated during and/or analyzed during the current study are available from the corresponding author on reasonable request.

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