Analysis of the Influence of Work Motivation on the Performance of Nurses in the Inpatient of General Hospital in Rantauprapat Regional Labuhanbatu District

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Abstract

Hospitals need skilled human resources to carry out the main activities and functions that are the duties of workers in treating patients because of the breadth and complexity of the responsibilities and functions of hospital personnel. This research was conducted to analyze the effect of work motivation on the performance of nurses at the Rantauprapat General Hospital in LabuhanBatu Regency in 2022. The independent variables used in this study were responsibility, supervision, incentives, achievements, and promotions. This research was conducted at Rantau Prapat Hospital in Labuhanbatu Regency, using a purposive sampling technique in taking samples, 101 nurses were given questionnaires in this study. By using univariate, bivariate, and multivariate analysis it can be concluded that the variables of responsibility, supervision, incentives, achievement, and promotion have a relationship with nurse performance. The supervision variable has the highest relationship to nursing performance compared to the other independent variables.

Keywords: Motivation; Performance; Midwives; General Hospital

Introduction

Full responsibility and obligation to provide health care to the population fall on the hospital as a socio-economic institution. The ability and quality of health service institutions to achieve optimal performance greatly affect the scope and quality of medical services provided in hospitals (Flippo, 2000). One aspect that determines the reputation and quality of a hospital is the services provided by professional health workers in nursing services. This is because the nursing profession has the most members, has the most prominent position, and interacts the most with patients and families. In addition, as community rights and responsibilities are increasingly recognized, so are societal expectations for high-quality employee services. Therefore, it is very important to consistently improve staff service standards to achieve the highest possible level of healthcare and hospital services. Employees are the human resources

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most often involved with patients, so the standard of care they provide can be used as a measure of how good or bad the hospital is in providing care. Employees must have strong analytical, interpersonal, technical, and moral abilities to function at a higher level considering they are the most important resource in the hospital when providing health services (Kurniawati, 2016).

To increase the effectiveness of health services, increasing the productivity and performance of health workers is very important. The knowledge, skills, and motivation of health professionals, as well as elements of the environment where they work that support them, have a significant impact on their performance. The findings of the study on the factors that affect the performance of professional employees in Namibia (Africa) from 180 employees who were sampled from either government hospitals or private hospitals revealed that 38.1% of employee performance has not yet been evaluated, and if it is done, it will be done informally. To improve employee performance and promote employee performance, the results of an employee performance review are not used as criteria for evaluation (Watch Out, et al, 2013). Following the findings of a study conducted by the Indonesian National Nurses Association (PPNI) in 12006, 50.9% of workers in these four provinces in Indonesia showed their performance below standard as a result of work stress, often experiencing fatigue and dizziness, and fatigue. I can't take a break because of the intense workload. The requirements are too many and time-consuming, the salary is bad, and the incentives are not sufficient (Nursalam, 2014). Inequality of incentives or rewards between a group of doctors, employees, and those who are equal to employees, administrative staff, and levels of administrators in hospitals, which prolongs the conflict and reduces performance, is the problem that is most talked about, according to IPPNI (Indonesian National Nurses Association). In addition to personnel, there are additional elements of others that influence success. A person's performance is influenced by several variables, including internal organizational environmental variables, external environmental variables, and internal variables employees or iemployees (Wirawan, 2009).

When hospital staff performs poorly, patients and/or their families may feel unhappy, they may decide not to use medical services anymore, and this will have an impact on the unprofitability of the hospital, which will decrease due to the bad reputation of the hospital in the community (Khamida, 2015). Poor employee performance can make it difficult to compete with other hospitals, fail to meet patient requirements and expectations, or delay the healing of the disease. No matter how complex the current system is, achieving vision, intentions, and goals in hospitals will become a challenge without unqualified workers, because of that increasing quality performance is one of the most important things to focus on (Suriana, 2014). The administration in the hospital will continue to struggle with the core issues of staff performance. Therefore, to ensure that staff members enjoy working, hospital management must understand the elements that contribute to the performance of employees who are below standard. According to Gibson (2002), performance is influenced by three factors: individual factor (ability, skill, background, and demography), psychological factor (perception, attitude, personality, motivation, and learning), and organizational factor (resources, leadership, awards, or rewards). organizational structure, and job design (Gibson, 2002). The ability of a hospital to maintain organizational continuity has traditionally been measured by its performance as an organization. Honore said that the aim of introducing performance assessment is to enable organizations to compare the achievement of this current with the implementation of the previous year or with competitors' company. Knowing the performance criteria enables the organization to change unnecessary rules and achieve future goals (Gibson, 2002). Hospitals need skilled human resources to carry out activities and functions, especially those that become the task of workers in caring for patients because of the wide and complex responsibilities and functions of hospital personnel. It is hoped that the nursing services offered to patients in hospitals will be effective and efficient. In addition to information and clinical skills that must also be learned, an employee will be effective in managing nursing personnel if he is responsible, knows nursing management, and can lead other people (Nursalam, 2007).

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Literature Review

Performance, according to Bernadin and Kussel in Ilyas (2002), is the result of certain tasks and work activities carried out within a predetermined period. According to this understanding, three things must be understood: (a) clarity of tasks or work that is the responsibility; (b) clarity of results that can be expected from a job or function; and (c) the amount of time needed to complete the work so that the expected results can be realized (Ilyas, 2002). The definition of work, according to Moeheriono (2009), is an indication of the level of success in implementing a program of activities or policies in achieving the goals, objectives, vision, and goals of the organization which are translated through the organization's strategic planning. If a person or group of workers has met the success requirements of the organization's benchmarks, performance can be understood and assessed. As a result, measurement goals and objectives as well as individual or organizational performance cannot be known (Moeheriono, 2009). Performance is how a person should operate and act in line with the responsibilities given to him, according to Miner (1990), cited by Sutrisno (2010). Any expectations about how a person should act while performing a task indicative of a job in the company. Both public and private organizations must use methods in the form of an organization led by a group of individuals who play an active role as actors to realize the goals of the institution or organization concerned. Only the actions of the actors within the organization can result in the achievement of organizational goals. In this case, individual performance and organizational performance are closely related. The company or organization will probably function well if the employees work well. If an employee is highly skilled, eager to make extra efforts, compensated according to the contract, and has high hopes for a brighter future, then his performance will be very good (Sutrisno, 2010).

Hasibuan (2005) claims that the Latin word "movere" means encouragement or movement, this is where the term "motivation" comes from. Only human resources in general and subordinates, in particular, are motivated in management. Motivation concerns how to focus the strengths and potential of subordinates so they want to work together successfully to realize and achieve what has been decided.

According to Gibson et al. (2002), motivation is a drive that develops within or within a person and drives and directs behavior. So, a situation that encourages or forces a person to engage in an action or activity that occurs naturally can be referred to as motivation (Gibson, 2002).

The capacity of this effort to meet the needs of various people influences the willingness of individuals to exert high levels of effort to achieve organizational goals. Because our concern is with behavior related to the workplace, although motivation usually refers to the efforts made to achieve each goal, here we are referring to organizational goals (Robbins, 2007).

The term "motivation" is a motive that means encouragement, a cause or reason for someone to achieve something, according to Nawawi et al. Consequently, the term "motivation" refers to a state in which a person is compelled to be involved or forced to be involved in an act or activity that is conscious (Nawawi, 2003). According to the views of the experts above, motivation does not exist if there is no need, no fulfillment, and no balance. The level of motivation will increase with the stimulation of the planned results, and the increase in motivation will serve as an impetus to complete the task of fulfilling the demands. Motivation, on the other hand, is a condition that drives officials to be able to achieve the goals of their motivation. Motives are the driving needs within the nurse to be able to adapt to the environment.

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Methods

This study used a survey approach with a cross-sectional approach with the aim of knowing and analyzing the effect of motivation on the performance of nurses in the inpatient room of the Rantauprapat Hospital in Labuhan Batu Regency. The population in this study all nurses who work in Inpatient ward Hospital General Deli Serdang, the number of 101 people. The sample in study is part of the population that is used in this research. Determination of sample minimum in research this is calculated based on technique saturation found number of sample is 101 person. Primary data was carried out by conducting direct interviews using the i-interview guide (questionnaire) which was given to doctors, nurses and midwives and executors at the Nursing Hospital in Labuhan Batu Regency. Quantitative data is processed and analyzed univariately, bivariately, and multivariately

Results and Discussion

The results of the bivariate analysis of the relationship of responsibility to nurse performance with a p-value of 0.004 and a value of r = 0.455 which means that responsibility has a significant and positive relationship with nurse performance, meaning that the greater the responsibility given to nurses, the better nurse performance. This is in line with research conducted by Gultom (2017) based on the results of the Pearson Correlation Test using the help of a data processing application, the Pearson Correlation value between the relationship of responsibility and nurse performance is obtained, namely 0.416 with a Sig. (2-tailed) = 0.000. A variable is said to be significantly related if the significance value is less than the probability level of 5% (0.05). So with these provisions, it can be interpreted that work responsibilities have a significant (real/significant) relationship to nurse performance because it has a significance that is smaller than 0.05, namely 0.000. From the results of the Pearson Correlation Test, it can be seen that responsibility has a Pearson Correlation value of 0.416. So it can be seen that the direction of the relationship between responsibility and nurse performance is positive. This means that if the responsibility of a nurse is increased then the performance of the nurse will also increase. In line with the research conducted by Murniyati, et al (2013) with the results of the Fisher's Exact test, a p-value of 0.021 was obtained which indicated that there was a relationship between responsibility and the performance of implementing nurses.

The results of the bivariate analysis of the relationship of supervision to nursing performance with p-value = 0.001 and r = 0.674, which means that the supervision sub-variable has a strong and significant relationship with the dependent variable of nurse performance, meaning that the greater the supervision is given, the better the performance of the nurse. This is in line with research conducted by Gultom (2017). Based on the results of the Pearson Correlation test, a significant value of 0.008 was obtained, which is less than the probability level of 5% (0.000 <0.05). So with these results, it can be interpreted that supervision has a significant (real/significant) relationship to nurse performance. From the results of the Pearson Correlation test, it can be seen that if the level of supervision of a nurse increases, her performance will also increase, and vice versa, the lower the level of supervision a nurse has, her performance will also decrease. In line with the research conducted by Nur Qolbia (2013) with statistical test results using chi-square obtained p = 0.002, because p < 0.05 then Ho is rejected which means there is a significant relationship between supervision and the performance of implementing nurses in implementing patient safety in the inpatient room of Hasanuddin University Hospital. In addition, through the Phi and Cremer tests, it was found that the relationship between the variables was in the moderate category. According to Andriani (2012) said that supervision is an effort to help foster and increase the ability of the supervised party so that they can carry out the assigned activity tasks efficiently and effectively. According to Nirwan and Zamzami (1999), the implementation of supervision is the responsibility of hospital management. The success of supervision is greatly influenced by the supervisor.

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In this case, it could be the direct superior, office leader, functional apparatus, or community. This supervisor is close to employees and masters the intricacies of work and is full of leadership qualities, so the work atmosphere will be passionate and enthusiastic and vice versa, if the supervisor is arrogant, self-righteous, does not want to listen, will create an uncomfortable work situation, and can reduce morale. Monitoring is still needed to prevent dissatisfaction with performance. Andriani (2012) said that supervision is an effort to assist in fostering and increasing the ability of those being supervised so that they can carry out assigned activity tasks efficiently and effectively.

The results of the bivariate analysis of the relationship between incentives and nurse performance with r = 0.499 with p-value = 0.003, meaning that the greater the incentives given to nurses, the better the nurse's performance. This is in line with research conducted by Gultom (2017) with the Pearson Correlation test results obtained a significant value of 0.000 which is smaller than the probability level of 5% (0.000 <0.05). So with these results, it can be interpreted that incentives have a significant (real/significant) relationship to nurse performance. From the results of the Pearson Correlation test, it can be seen that if the level of incentives received by a nurse is increased, then her performance will also increase, and vice versa, the lower the level of incentives received by a nurse, her performance will also decrease because of this. Theoretically, according to Marwansyah (2012), incentives are all compensation received by employees in the form of financial compensation (remuneration) and non-financial compensation (promotions, transfers, praise, awards). Incentives can be used as a tool to motivate employees to realize organizational goals because incentives are a compensation approach by giving rewards for certain work results that have been achieved by employees. According to Marwansyah (2012), compensation is grouped into two general forms, namely direct compensation (consisting of basic salary and wages, incentives, and profit sharing) and indirect compensation (in the form of welfare programs and services). So that the existence of incentives provided by the company to its employees will encourage employees to improve the performance and quality of the work they carry out.

The results of bivariate analysis of the relationship between promotion and nurse performance with r = 0.572 with p-value = 0.002, meaning that the greater the promotion given to nurses, the better the nurse's performance. The research results obtained are in line with the results of research conducted by Agus (2013) who found a significant relationship between job promotions and the performance of health workers in Polmas District. The results of research related to promotion on nurse performance are also following Nurjahjani's research (2007) concerning the effect of financial rewards, interpersonal rewards, and promotions on employee performance which shows a positive and significant relationship between the variables of financial rewards, interpersonal rewards, and work performance promotion. which means that if employees are given the opportunity for promotion, it will spur them to excel in work, Promotion provides an important role for nurses and even becomes a dream that is always looked forward to. Because it shows the existence of trust and recognition regarding the ability and skills of the employee concerned to occupy a high position. Promotion is one of the motivators. Promotion is an incentive to excel because you want a promotion or status increase as a form of reward from the leadership for good work performance.

The results of the bivariate analysis of the relationship between achievement and performance of nurses with r = 0.572 with p-value = 0.002 which means, the greater the achievement given to nurses, the better the nurse's performance. The results of Suryono's research (2014) concluded that there is no relationship between work performance and employee performance. In contrast to the results of Nurjahjani's research (2007) on the effect of financial rewards, interpersonal rewards, and promotions on employee performance, the results of the study concluded that work performance affects nurse performance. Achievement is one of the factors that influence the motivation of nurses to improve their performance.

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