

The Relationship between Motivation and Nurse Performance in the Inpatient Room

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Abstract. *A hospital is an institution or health service organization with broad and comprehensive functions, dense in expertise and capital intensive. Hospitals carry out broad functions so they must have resources, both capital and experienced and professional humans. Nursing service is part of the health service system in hospitals which has the function of maintaining the quality of service, which is often used as a barometer by the community, in assessing the quality of hospitals, thus demanding the professionalism of nurses in their work as shown by the results of the performance of nurses, both implementing and nursing nurses. management in providing nursing care to clients. Maximum implementation of nurse work in quality health services occurs when the nursing care implementation system supports professional nursing practice according to standards (RI Law No. 38, 2014). Motivation is the factors that exist within a person that moves and directs his behavior or encouragement that causes him to do something or do something to satisfy individual needs to achieve certain goals (Rini, 2015).*

Keywords: *Motivation and Performance of Nurses*

INTRODUCTION

Motivation can certainly influence performance, although it is not the only factor that shapes performance. This can be explained from the model of the relationship between motivation and performance (Wibowo, 2011).

Work motivation is the amount of effort a person gives to carry out their work tasks. The results of this effort appear in the form of a person's work performance which is the result of interactions or functions of a person's motivation, abilities and perceptions. From the theoretical basis above, it shows that every organization must maintain the work motivation of its workforce, because work motivation influences work performance. Motivation is of course very closely related to performance (Eva, 2015).

Incentives are a means of motivation that encourage employees to work with optimal abilities, which are intended as extra income outside the predetermined salary or wages. Providing incentives is intended to meet the needs of employees and their families. The term incentive system is generally used to describe wage payment plans that are linked directly or indirectly to various employee performance standards or organizational profitability.

According to the 2013 Who report, Indonesia is one of 57 countries facing a crisis of health human resources, both in terms of insufficient numbers and distribution. Based on data from the Indonesian Ministry of Health with applicable community health center staffing standards, in 2015 there was still a shortage of health workers at community health centers.

those who are successful need to be given incentives, but those who are destructive need to be given sanctions.

The Otanaha Regional General Hospital is one of the regional work units of the Gorontalo Provincial Government. There are 90 registered nurses at Otanaha Hospital, consisting of 27 civil servants and 63 honorary workers.

Based on an interview with one of the heads of the inpatient rooms, it was found that the nurses' motivation in serving patients was good but not optimal. It can be seen from the fact that there are still nurses who arrive late for work, are not on time for roll calls, and are not on time for changing work shifts.

Based on interviews with several nurses, they said that their motivation to work in hospitals was due to family factors, work demands and the economy. Meanwhile, from the results of observations, it was found that the nurses' performance was good but not optimal (seen from the incomplete writing of nursing care in the patient status book). The things above are facts that cannot be denied that the motivation and performance of nurses in the Inpatient Room is not optimal.

RESEARCH METHODS

The type of research used was a quantitative descriptive research method with a *cross-sectional study research design*. This research was conducted at RSUD. Otanaha Gorontalo City. The aim of this research was to determine the relationship between motivation and nurse performance at Otanaha Regional Hospital, Gorontalo City. The research population was nurses who worked in RSUD. The number of Gorontalo City Otanaha is 32 people. The research sample consisted of 32 people using the *Total Sampling* sampling technique where the entire population was used as the research sample.

DISCUSSION RESULT

Table 1. Frequency distribution of respondents' age in the RSUD Inpatient Room.

Gorontalo City Otanaha 2019 (n=32)

No	Age	N	(%)
1	17-25 Yrs	13	40.6
2	26- 40 Yrs	19	59.4
	Amount	3 2	100

Table 1 above, of the 32 respondents, the majority of respondents were aged 26 – 40 years (59.4%).

Table 2 . Frequency distribution of respondents' gender in the RSUD Inpatient Room.

Gorontalo City Otanaha 2019 (n=32)			
No	Gender	N	(%)
1	Man	6	18.8
2	Woman	26	81.3
Amount		32	100

Table 2 Most respondents were women, amounting to 26 respondents (81.3%).

Table 3 . Frequency distribution of respondents' religion in hospital inpatient rooms.

Gorontalo City Otanaha 2019 (n=32)			
No	Religion	N	(%)
1	Islam	32	100
2	Non-Islamic	0	0
Total		32	100

Table 3 shows the number of respondents in RSUD. On average, Otanaha is Muslim with 32 respondents (100%).

Table 4 . Frequency distribution of respondents' education in RSUD Inpatient Rooms.

Gorontalo City Otanaha 2019 (n=32)			
No	Education	N	(%)
1	DIII KEP	24	75
2	KEP DIV	1	3.1
3	Nurse	7	21.9
Amount		32	100

Table 4 Most of the respondents with DIIIKEP education amounted to 24 respondents (75%).

Table 5 . Frequency distribution of respondents' work period in the RSUD Inpatient

Room. Gorontalo City Otanaha 2019 (n=32)			
No	Years of service	N	(%)
1	>5 Years	8	25
2	≤5 Years	24	75
Amount		32	100

Based on Table 5 , there were 24 respondents with a working period of ≤ 5 years (75%).

Table 6 . Frequency distribution of respondents' age in the Inpatient Room at the Otanaha Regional General Hospital, Gorontalo City 2019 (n=32)

NO	STATUS	N	(%)
1	Marry	10	31.3
2	Not married	22	68.8
	Amount	32	100

Table 6 shows that there were 22 unmarried respondents (68.8%).

Motivation

Table 7 . Frequency Distribution of Motivation with Executive Nurses in the Inpatient Room of the Otanaha Regional General Hospital, Gorontalo City 2019 (n=32)

No	Motivation	N	(%)
1	Good	26	81.2
2	Not good	6	18.8
	Amount	32	100

Table 7 can be seen that the motivation of the majority of implementing nurses in the Inpatient Room at the Otanaha Regional General Hospital, Gorontalo City is in the good category with a total of 26 respondents (81.8%).

Nurse Performance

Table 8 . Frequency Distribution of Executive Nurse Performance in Inpatient Rooms at Otanaha Regional General Hospital, Gorontalo City 2019 (n=32)

NO	NURSE PERFORMANCE	N	%
1	Good	25	78.1
2	Not good	7	21.9
	Total	32	100

Based on table 8, it can be concluded that the performance of nurses in the Inpatient Room at the Otanaha Regional General Hospital is in the good category with a total of 25 people (78.1%).

Table 9 . The Relationship between Motivation and Nurse Performance in the Inpatient Room at the Otanaha Regional General Hospital, Gorontalo City 2019 (n=32)

Variable	Nurse Performance				Total	P value
	Not enough		Good			
Motivation	N	%	N	%	N	%
Not enough	4	12.5	2	6.3	6	18.8
Good	3	9.4	23	71.8	26	81.2
Total	7	21.9	25	78.1	32	100

Based on table 9 , it can be concluded that motivation and nurse performance have a *p value of* $0.003 \leq \alpha=0.5$, so H_0 is rejected, which means there is a relationship between motivation and nurse performance.

Discussion

Age

Based on the demographic data of nurses in table 1, it can be seen that the majority of nurses are in the age category 26-40 years (early adulthood), namely 19 people (59.4%). Age is closely related to motivation, in this case someone who is an adult has a better level of motivation, this is due to economic factors and family factors. With a person's maturity, in this case technical maturity and experience in carrying out their duties and maturity

Gender

Based on the research results, the majority of respondents that the author studied were women, totaling 26 respondents (81.3%).

Greenberg and Baroon (2003), *in* Wibowo, (2013) stated that women tend to be better at their jobs than men. This could be because women usually have higher expectations than women man.

Education

Most of the respondents' last education was DIII KEP totaling 24 respondents (75%). Muhibbin (2010). States that education influences individual development in mastering knowledge and attitudes. According to Notoadmodjo (2013) that a person's level of education will influence knowledge and motivation. A person who is highly educated will be more confident in carrying out their duties and have high motivation too, this is due to 2 factors, namely encouragement/guidance from superiors and incentives or awards that are often achieved.

Length of Work Period

Viewed based on work period, it shows that the largest number of respondents with a work period of <5 years was 24 respondents (75%). Purnamasari (2005), in Sukriah, Akram & Inapty, (2009). States that someone who has high work experience will have an advantage in detecting errors at work. In this case the author concludes that the longer a person's working period, the better their ability to carry out tasks. However, if someone does not have work experience, it will be increasingly difficult to develop their skills.

Marital status

The marital status of most respondents was unmarried, namely 22 respondents (68.8%).

Bivariate Analysis

Based on the results of research on the relationship between motivation and nurse performance, the *p value* was $0.003 \leq 0.05$. This means that there is a significant relationship between motivation and the performance of nurses in the inpatient ward at the Otanaha Regional General Hospital, Gorontalo City. Based on table 9, it can be seen that of the 32 respondents who stated that motivation was in the good category, 26 respondents (81.2%) felt good about their work. This means that the better the motivation, the performance will be achieved. On the other hand, if motivation is not good then performance will also be difficult to achieve.

Robbins (2016) states that money is not the only motivator, but it is difficult to argue that money does not motivate. In order for money to motivate someone's performance, the conditions must be met: the money is considered important by the individual, the money is perceived as a direct reward for performance, the amount of money offered for that performance is perceived as meaningful by the individual.

According to Hendersen (1994) in Haerul (2013), providing incentives is expected to increase employee work motivation so that work productivity increases. The extent to which a person's motivation will increase depends on the individual's perception of the incentive system. If the perception is positive then work is expected to increase, whereas if the perception of the incentive system is negative then it is likely that work motivation will not change and work productivity will not increase.

According to Nurhayati's 2014 research, there is a relationship between nurse motivation and nurse performance because with encouragement/guidance from superiors, nurses will be more motivated to work better and be responsible for the tasks they carry out so that they can also produce good performance. Likewise with the classical motivation theory put forward by Frederick Taylor which states that a person's enthusiasm for work will decrease if the wages received are not commensurate with the work done.

This researcher's assumption is in line with the opinion expressed by Robert Kreitner and Angelo who stated that individual input and work context are two key factors that influence motivation. When related to nurse performance, if work motivation is good it will also produce good performance because motivation is formed based on a person's own needs. This is in line with the implications of Maslow's theory which shows that satisfied needs will increase motivational potential. The results of this research are also supported by previous research conducted by Widyana Idayu in 2012 at Langsa Regional Hospital, North Sumatra, showing that there is a significant relationship between work motivation and nurse performance.

Based on the results of research and theory as well as the results of previous research, it can be concluded that motivation is the result of interactions between individuals and their situations, every human being has motivation that is different from one another and is formulated as behavior aimed at targets and related to the level of effort made by the person. A person's pursuit of appropriate goals is closely related to performance.

CLOSING

Conclusion

Frequency of Nurse Motivation is in the good category amounting to 26 respondents (81.3%), Frequency of Nurse Performance is in the good category amounting to 25 respondents (78.1%), There is a relationship between motivation and nurse performance in the Inpatient Room at the Otanaha Regional General Hospital Gorontalo City.

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