

THERE IS MOTIVATION AND ABILITY OF NURSES IN PERFORMANCE IMPROVEMENT AT ROYAL PRIMA GENERAL HOSPITAL MEDAN

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ABSTRACT

At present, in an effort to improve the quality of hospitals in achieving the goals set by the hospital, qualified nurses are needed. The good performance of qualified nurses influences several factors that affect nurse performance. The results showed that work motivation had a significant direct effect on nurse performance, job satisfaction also had a direct effect on nurse performance, and attitudes towards the profession had an effect on nurse performance. In addition, work motivation and attitudes toward the nursing profession have been shown to have a direct effect on job satisfaction. Based on the findings above, it can be concluded that the variation that occurs in the nurse's performance variable is directly influenced by work motivation, job satisfaction, and attitude towards the profession.

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1. INTRODUCTION

Health workers as one of the elements of development play an important role in supporting the improvement of the quality of human resources. The development of health workers has been established as one of the development efforts in the health sector that can achieve optimal performance (UUD, 2009).

In line with the times, there will be progress in development, where hospitals really need to align the leadership of health workers to be able to carry out their functions in preparing, fostering, and improving their personnel regularly and continuously by prioritizing behavior, attitudes and actions that are in accordance with the demands of professionalism.

There is also a gap between the performance of nurses and the standards that must be achieved, based on data on the level of satisfaction index of nursing services in hospitals in the fourth quarter of 2010 which is still below the established quality standards [1].

In Medan, North Sumatra, according to valid data, the current low performance of nurses obtained from various studies [2] and from several previous studies also confirms the data from the Ministry of Health above.

On the other hand, nurses are also the largest workforce in hospitals, at least 60.55% of the entire workforce in hospitals throughout Indonesia [4]. Thus, the health services of a hospital are highly considered depending on the performance of the nurse.

There are several things in determining the quality of the performance of polyclinic nurses in hospitals including supervision, work motivation, income, interpersonal relationships [5], commitment [6] attitudes and job satisfaction [3].

Where the need for better services is caused by several factors, namely increasing socio-economic levels, public education, developments in medical science and technology, to public awareness of the need for health services. Demands for increasing the professionalism of nursing services regarding the dynamics of a growing and developing society as well as increasing the diagnostic capabilities of hospitals [8].

In several hospital rooms from several room classes, commotion often arises because patients or families ask for better service according to standards [9]. Generally, complaints from patients who are dissatisfied with the quality and performance of hospital staff are conveyed directly to management or can only be in the form of "anonymous letters", word of mouth information to the dissemination of news whose truth value cannot be accounted for. There were also a number of findings based on observations that found that some health workers were not on time either coming or going home, or leaving the work unit without waiting for another officer to arrive. Likewise, several findings were also found such as the lack of order in the implementation of nursing administrative activities, such as filling in patient status, recording history,

complaints and signs (symptoms and signs), changes in temperature, heart rate or pulse, respiration, drugs and others. All of this is an identification that the performance of RSU Royal Prima officers has not been optimal according to the expectations of the community. The fulfillment of needs, aspirations and hopes through their service as employees will be reflected in their enthusiasm, discipline, participation and loyalty to the organization.

During observations at the Royal Prima Medan Hospital, the impression was that there were several complaints from health workers regarding heavy workloads, inadequate equipment, inadequate incentives, and slow career development opportunities, causing a tendency for some nurses to want to move to other institutions. which causes it to be questioned how the satisfaction of nurses at the Royal Prima Medan hospital.

The job satisfaction factor among nurses determines the quality of service which is a factor in the image of the hospital [3]. Therefore, to obtain quality care services, it is necessary to apply good and directed care management. As explained above, organizational factors and nursing management that the success of an organization in achieving its goals is caused by the attitude and awareness that grows within the nurse to be able to work on completing each task.

The nurse's attitude towards the nursing profession arises due to a lack of understanding and appreciation of a profession so that it is not as expected and cannot bring job satisfaction such as low salary/benefits, giving small credit scores, less challenging work, disproportionate placement of nurses Nursing assignments and career advancement are often hampered.

From these various views and opinions, it has also resulted in the emergence of the assumption that some nurses think that the nursing profession will be different from other professions engaged in the service sector. Furthermore, the attitude of nurses towards other professions also emerged. Positive and negative, good and bad, optimistic and pessimistic attitudes are manifestations or effects of attitudes felt in a profession. A positive attitude will bring objects closer and a negative attitude will keep objects away. The lack of socialization and technical guidance for nurse positions by organizations is a manifestation of the weak imagination of the health worker profession.

Openness to experience has an important role in predicting adaptive performance of nurses [11]. As a professional individual, a nurse must have a long-term perspective of satisfaction and commitment to her expertise and organization [12]. In the context of the nurse's attitude towards the profession regarding the understanding or appreciation of the position of the nurse, the implementation of the task, the benefits of the task, the implementation of activities, and the nurse's managerial [13].

2. LITERATURE REVIEW

2.1. Hospital.

To note that the hospital is an institution that carries out the functions and duties in terms of providing services in the field of health directly to the community in full. Where the range and quality provided by health services in hospitals is very dependent on several things including the capacity and quality of human resources in health service institutions in order to achieve optimal performance (UUD, 2009).

Where there are also several elements that greatly determine the quality of service in hospital health are health workers. The health workers in hospitals who have a big role are nurses, which is because the nursing profession has a relatively large proportion, which almost exceeds 50% of all hospital Human Resources (HR) (Nursalam, 2013).

2.2. Performance and Motivation.

The shift from acute to chronic health problems has placed new demands on the health care system [1]. If shared risk factors could be reduced and/or eliminated through more effective preventive health care, most of the morbidity and premature death from chronic diseases could be prevented [2]. It is therefore necessary to invest in human resources to produce high quality health interventions. Such investment should ensure that the right category and number of health staff, such as primary care nurses, are trained and maintain productivity, quality and competence [1].

The motivational interview (MI) is a collaborative conversation style used to strengthen one's motivation and commitment to change [3]. It has been shown to be effective in addressing various lifestyle problems and in chronic disease management [4-7]. In Sweden, this training in and use of MI has grown since the Swedish Government first initiated it in 2004 [8-10]. Thanks to guideline recommendations [11], MI training is now offered for all categories of health staff. Courses in MI usually include a theoretical section covering methods and a practical section covering techniques; they usually last for two

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up to four days [12, 13] and administered by regional councils or private educators. MI training is also offered as university course-specific training of up to ten weeks in duration or as part of university programs offering, for example, further education for district nurses, diabetes nurses or asthma nurses and courses on disease prevention. MI involves establishing a conversation with the patient so that, in the end, the patient has persuaded himself to change which is in his own best interest. It could also be conceived as a way to be with people/patients. The so-called MI spirit is the perspective from which MI users enter into MI practice.

3. METHOD

This research is an analytical quantitative research conducted at the Royal Prima Hospital in Medan. The population of this study were all nurses at the Royal Prima Hospital, totaling 262 people. In determining the sample used total sampling method. Thus, the number of samples in this study were 262 people.

Questionnaires are used to collect data. The validity of the questionnaire was tested using the correlation of item scores with the total Product Moment (Pearson) score and its reliability was calculated using the Cronbach Alpha formula. Compilation of answers for each questionnaire item using a Likert scale format consisting of a score 1, score 2, score 3, score 4, and score 5. At the far left (with low scores) describes negative answers while the far right (with large numbers) represents answers positive [14, 15]. To test the research hypothesis used multiple regression analysis. Data analysis was performed using SPSS version 20.

4. RESULTS AND DISCUSSION

4.1. Univariate analysis

The frequency distribution of nurses at RSU Royal Prima Medan in 2019 can be seen in Table 1 below:

Table1. Frequency Distribution of Respondent Characteristics in Royal Prima General Hospital Medan 2019 year

Characteristics	n	%
Age		
18-25 years	12	12.5
26-33 years	47	49.0
34-50 years	37	38.5
Gender		
Man	28	29,2
Woman	68	70,8
Education		
D3	25	26
S1	71	74
Total	96	100.0

From table 1 above it can be seen that the age distribution of respondents at RSU Royal Prima Medan in 2019 was mostly 26-33 years, namely H. 47 respondents (49%) were aged 34-50 years. , namely 37 respondents (38.5%), and aged 18-25 years ie. H. 12 respondents (12.5%). At RSU Royal Prima Medan, the frequency distribution of the sex of the respondents in 2019 was mostly female, namely H. 68 respondents (70.8%) and even 28 respondents (29.2%) were male.

The frequency distribution according to the education of the respondents at RSU Royal Prima Medan in 2019 was mostly bachelor's degree, namely 71 respondents (74%) and even 25 people with D3 education.

4.2. Respondents' Intrinsic Motivation.

Table 2 below shows the frequency of intrinsic motivation of the respondents at RSU Royal Prima Medan in 2019:

Table 2. Frequency Distribution of Respondents' Intrinsic Motivation at Royal Prima Medan General Hospital in 2019

Intrinsic Motivation	n	%
Well	69	71.9
Not enough	27	28,1
Total	96	100.0

From the table above it can be seen that at RSU Royal Prima Medan in 2019 the frequency distribution of the internal motivation of the respondents was mostly good, namely. H. 69 people (71.9%) and even 27 people (28.1%). with lower intrinsic motivation.

4.3.Extrinsic Motivation of Respondents inRoyal Prima General Hospital Medan2019 year

In Table 3 below, you can see the distribution of the frequency of respondents' external reliability motivation at RSU Royal Prima Medan in 2019:

Table 3. Frequency Distribution of Respondents' External Motivation at Royal Prima General Hospital

Extrinsic Motivation	n	%
Well	59	61.5
Not enough	37	38.5
Total	96	100.0

From the table above it can be seen that the frequency distribution of respondents' external motivation at RSU Royal Prima Medan in 2019 was mostly good, that is. H. 59 people (61.5%) even 37 people (38.5%). lack of external motivation.

4.4.The Effect of Intrinsic Motivation on Respondents' Performance inRoyal Prima General Hospital Medan2019 year

Based on a study of 69 people with good internal motivation, 59 people (85.5%) performed well and 69 people (14.5%) performed poorly, while 15 people out of 27 respondents had poor internal motivation (55). 6 percent performed well and 12 people (44.4%) performed poorly. The results of statistical tests using the chi-square test show that intrinsic motivation influences the performance of respondents at RSU Royal Prima Medan in 2019 ($p < 0.05$). This analysis also found that PR (prevalence ratio) = 1.53 and CI = 1.08-2.18 which means that respondents with good internal motivation have good performance 1.53 times higher.

This is in accordance with Zufrizen's 2017 study which found that nurse motivation has an impact on performance at Medan Madan General Hospital. The results of this study are in line with Siboro's research (2011) who examined the effect of motivation on the performance of practicing nurses at the Commercial Hospital of Simalungun Regency and found that work performance had a significant effect on nurse performance. The results of Ritonga's research (2010) at the Imelda Medan Labor Hospital show that supporting and appreciating the work of nurses, both tangible and intangible, significantly increases efficiency.

A study by Ritonga (2010) found that the reason for the poor performance of nurses in hospitals was the heavy workload of nurses, which made them spend less time caring for patients. Herzberg's theory shows that the job itself is a high enough motivating factor for employees to work well. The feeling of having done my best, accomplished something and a task that challenged the achiever.

This is in accordance with Hasibuan Herzberg's theory (2013) that everyone wants to be successful in every activity. Completing a job causes the person to complete the following tasks. Likewise in David C. McClelland Handoko's theory of achievement motivation (2013), the existence of high achievement motivation is associated with increased achievement.

The impetus most nurses crave is the opportunity to progress to higher education through easy promotions and degrees and special services courses or training. In Hasibuan's publication (2013), Herzberg states that employees must be given the opportunity to improve their skills, for example through training, courses and further education.

This can motivate employees to be more active at work. According to Maslow in Gibson et al. (2014) it is undeniable that the majority of humans work for needs that are relatively unfulfilled because of the limitations of the humans themselves, to fulfill these needs humans work together with other people by joining an organization. This is the basis as one of the reasons to encourage nurses to work on basic needs. with the theory of Herzberg de Hasibuan (2013) that everyone in or within wants to be accepted and

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recognized as a person who might be, and this recognition creates self-confidence, out of oneself, to meet needs and be ready to take on more responsibility.

The results of the logistic regression analysis also show that the intrinsic motivation variable achieves a PR (prevalence ratio) value of 3.572 with a $p=0.020$ which means that the intrinsic motivation of a good nurse when she performs well is 3.572 times higher than yours. with poor performance. This research is in line with Rido's research in 2013, the results of the Pearson correlation coefficient between nurse motivation and efficiency reached a significance level of $p=0.258$.

This is in accordance with Hasibuan's theory from Herzberg (2013) that intrinsically motivated employees like to work where they can use their creativity and innovation, work with a high degree of autonomy, and do not require strict supervision. Recognition of achievement is a powerful motivational tool, it can even go beyond the satisfaction that comes from appreciation.

4. CONCLUSION

Based on the results of research and discussion, several conclusions can be drawn: Intrinsic motivation influences the performance of nurses at the Royal Prima Medan General Hospital in 2019. Extrinsic motivation influences the performance of nurses at RSU Royal Prima Medan in 2019. The Influence of Royal RSU Nurse Ability

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