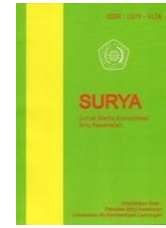




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The Relationship between Work Motivation and Nurse Performance at 'Aisyiyah Bojonegoro Hospital

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ABSTRACT

Introduction: Motivation can encourage a person to behave in order to achieve goals. The magnitude of motivation depends on each individual. If an employee has high work motivation, the resulting performance will increase. Based on the results of the initial survey, the causative factor is because the incentives received compared to the work done are not worth it, causing a decrease in morale. The purpose of the study was to determine the relationship between work motivation and the performance of nurses at 'Aisyiyah Bojonegoro Hospital.

Methods: The research design used correlation analytics with the Cross Sectional design. The research sample was 61 nurses using the Proportionate Stratified Random Sampling technique. The independent variable is work motivation and the dependent variable is performance. Data collection using questionnaires.

Results: : The study obtained the results of most nurses who have good work motivation as many as 39 nurses (63.9%), most of the 35 nurses have good performance with a percentage of 57.4% data processing using the SPSS 27 for windows program obtained a value of 0.000 or with a significant value ($p \text{ value} < 0.05$) which means that there is a relationship between work motivation and nurse performance at 'Aisyiyah Bojonegoro Hospital. The results of the spearman rank test obtained a correlation coefficient value = 0.595 which means the level of strength of the relationship between 2 moderate variables.

Conclusion: The conclusion of this study is that there is a relationship between work motivation and nurse performance, and it is hoped that hospitals will further increase nurses' work motivation so that the resulting performance will also increase.

INTRODUCTION

In an effort to maintain and improve the quality of service, the performance of all human resources must always be improved. Nurses are one of the health service teams that are required to improve the quality of service in hospitals. When viewed from the nursing side, the quality of service in hospitals includes aspects of the number and ability of professionals, work motivation, funds, supporting facilities and equipment, hospital management that needs to be perfected and adjusted to the development of science and technology (Jufrizen, 2017).

Based on research conducted by the Directorate of Nursing Services of the Ministry of Health in collaboration with WHO (World Health Organization) in 2004 which researched several provinces in Indonesia consisting of the provinces of East Kalimantan, North Sumatra, North Sulawesi, West Java and DKI Jakarta, it was found that for the last 3 years as many as 70.9% of nurses have never participated in training, 39.8% of nurses in hospitals have done non-nursing tasks, 47.4% of nurses do not have a clear and written job description, there is no regular supervision and evaluation of the performance of nurses specifically. Based on these conditions, the Directorate of Nursing Services with WHO developed performance assessment indicators. nurses called the Performance Management Development model which aims to improve the professionalism of nurses (Nurhidayah, 2018).

Based on the results of the initial survey of the distribution of questionnaires

conducted in December 2022 to 10 employees, as many as 8 out of 10 people stated that the cause of low employee performance was due to the work factor itself, which was the amount of workload carried out so that there was a build-up that caused it to not be resolved. And there are additional task factors outside of job descriptions carried out by employees outside of their responsibilities. The causative factor that makes the work motivation of employees decrease is the incentives received compared to the work done are not commensurate which causes work morale to decrease, thus affecting the performance of employees who also decline.

Based on research conducted by Ummu Balqis Munfaridah Sinambela (2021) with the title The Relationship between Work Motivation and the Performance of Inpatient Nurses at Muhammad Sani Hospital, Karimun Regency in 2021, it shows that the results of the bivariate analysis of the kendall's tau correlation have a significant relationship with a value of 0.355**, so work motivation to performance has a moderate level of closeness and a positive or unidirectional direction. This means that the higher the work motivation of inpatient nurses, the more performance will be increased.

METHOD

This type of research uses a quantitative method that uses *the Probability Sampling* technique. The research design used used correlation analytics with the type of Cross Sectional design, which is a design that emphasizes

the time when measurements or observations are carried out simultaneously at one time or at a time.

The independent variable in this study is work motivation which can affect the variable, namely performance. The dependent variable in this study is performance that is influenced by an independent variable, namely work motivation.

The population in this study is the total number of nurses at 'Aisyiyah Bojonegoro Hospital which is 157 people. The number of samples in this study amounted to 61. The sample method used in this study is Proportionate Stratified Random Sampling. The data collection instruments used in this study used questionnaires or questionnaires.

RESULTS

'Aisyiyah Bojonegoro Hospital started as a Medical Center and Maternity Home under the leadership of dr. R. Rahardjo S which was inaugurated on November 18, 1973. The area of 5 land owned is very limited. Due to the hard work of the management of the organization and employees, in 1988 it was successfully upgraded to its status as the 'Aisyiyah Child & Maternity Home under the leadership of dr. H. A. Rizani with temporary permission. In 1996 he obtained a permanent license with the director dr. H. Trijono. The increasing demand and trust of the public demands that hospitals not only provide child and maternity services. All efforts are made to improve facilities, facilities, and infrastructure. In mid-2003, RSA obtained a temporary permit as the 'Aisyiyah Bojonegoro General Hospital with the director dr. H. Soepadjar, M.Si. Izin has continued to be operated since 2004 and

was able to be approved on August 27, 2007 with the director dr. H. Irianto. The business was also accompanied by land expansion and facility improvements in all fields under the leadership of Dr. H. Sudjamranto, M.Kes since 2013-2021.

The total land area until the end of 2020 is '10,022 mt. The land is partly used as open space, including for parking lots, parks, and WWTP. The new building was built in stages. Currently, the buildings that have been completed are the Arofah Building with three floors and the Bi'r Ali Building with 4 floors, the Al-Amin Mosque, and the Tan'im Building.

The facilities for using the building include: 1. Arofah Building (1st, 2nd, 3rd floor): VIP Hospitalization, Office Administration, Outpatient Hospitalization. Instalasi Medical Records, Treat VIP Inap. 2. Bir 'Ali Building (1,2,3,4): Adult Hospital, Cashier, Pharmacy, Neonatus, ICU, Operating Room, Obstetrics and Gynecology Hospital, PSDI Office, EDP, Child Care, Komdis Meeting Room, Nursing Office. 3. Tan'im Building (1,2,3,4,5, and rooftop): IGD, Laboratory, Mobile X-ray, Outpatient Facility, Outpatient Cashier, Outpatient Medicine Room, Linen, Nutrition, CSSD, Tan'im Meeting Room, Marketing Office, SPL, Adult Hospital, Adult Hospital, Employee Activity Area. 4. North (1.2nd Floor): Al Maidah Canteen, Finance Office, Radiology casemix room, Non-Medical Logistics, Medical Logistics, Funeral of the Remains, Treatment of the isolation of Lower Mina, Treatment of the isolation of North Mina. 5. Al-Amin Mosque (1,2nd floor): Mosque and meeting room 3.

Facilities at 'Aisyiyah Bojonegoro Hospital include emergency services, general and specialized outpatient clinics

(medical, surgical, pediatric, obstetric–gynecologic, dental, and diagnostic), as well as supporting services such as physiotherapy, psychology, nutrition, and rehabilitation..

'Aisyiyah Bojonegoro Hospital is equipped with supporting facilities, including: 1. Wastewater Treatment plant; 2. 24-hour laboratory installation; 3. 24-hour radiology consultation; 4. 24-hour pharmacy service; 5. Surgical Implants; 6. Nutritional Analysis; 7. Delivery Room; 8. ICU Room; 9. 1 unit of a funeral ambulance, 3 units of reference transportation ambulance; 10. Funeral Procession.

The characteristics of the respondents were gender distribution from 61 respondents, the results obtained by most of the nurses were female as many as 40 nurses (65.6%) while almost half were male as many as 21 (34.4%).

Table 1. Characteristics of Nurse Respondents at 'Aisyiyah Bojonegoro Hospital in 2023

Respondent Characteristic	Frequency	(%)
Gender		
Male	21	34,4
Women	40	65,6
Total	61	100
Education		
DIII Nursing	4	6,6
S1 Nursing (Nurses)	57	93,4
Total	61	100
Age		
21-25 Years	4	6,6
26-30 Years	8	13,1

31-35 Years	23	37,7
>35 Years	26	42,6
Total	61	100
Tenure		
1-5 Years	19	31,1
6-10 Years	34	55,7
>10 Years	8	13,1
Total	61	100

The characteristics of the respondents were the distribution of education from 61 respondents, almost all of them were nurses with S1 Nursing education as many as 57 nurses (93.4%), while a small number of nurses with DIII Nursing education were 4 nurses (6.6%). The characteristics of the respondents were the age distribution of 61 respondents, almost half of the nurses aged >35 years were 26 nurses (42.6%), then almost half of the nurses aged 31-35 years were 23 nurses (37.7%),

Then a small proportion of nurses aged 26-30 years as many as 8 nurses (13.1%), and a small proportion of nurses aged 21-25 years as many as 4 nurses (6.6%). The characteristics of the respondents with the frequency of working period showed that of the 61 respondents, almost half of the nurses had a working period of 6-10 years as many as 34 nurses (55.7%), then almost half of the nurses with a working period of 1-5 years were 19 nurses (34.1%), and a small number of nurses with a working period of >10 years were 8 nurses (13.1%).

Table 3. The Relationship between Work Motivation and the Performance of Nurses at 'Aisyiyah Bojonegoro Hospital

No	Work Motivatio n	Nurse Performance				Total	
		Good		Enough		N	%
		N	%	N	%		
1.	Good	31	79,5%	8	20,5%	39	100%
2.	Enough	4	18,2%	18	81,8%	22	100%
	Total	35	57,5%	26	42,6%	61	100%
Uji Spearman Rho		RS=0,595		P=0.000<0.05			

Table 2. Distribution of Nurse Work at 'Aisyiyah Bojonegoro Hospital

Distribution	Frequency	%
Work Motivation		
Good	39	63,9
Enough	22	36,1
Total	61	100
Nurse Performance		
Good	35	57,4
Enough	26	42,6
Total	61	100

The distribution table of the frequency of work motivation above from 61 respondents was obtained by most nurses who had good work motivation as many as 39 nurses (63.9%), while almost half of nurses who had sufficient motivation were 22 nurses (36.1%). The distribution table of the frequency of nurse performance above can be explained that of the 61 respondents, most of the 35 nurses had good performance with a percentage of 57.4%, while almost half of the 26 nurses had a good performance with a percentage of 42.6%. And 0 means that none of the nurses have underperformed.

Based on the cross-results table, it shows that nurses with good work motivation as many as 39 nurses, almost all

of them 79.5% have good performance as many as 31 nurses, a small part of 20.5% have good performance as many as 8 nurses. Meanwhile, nurses who have sufficient work motivation as many as 22 nurses, almost all of them 81.8% have sufficient performance as many as 18 nurses, then a small part of 18.2% have good performance as many as 4 nurses.

DISCUSSION

Work Motivation of Nurses at 'Aisyiyah Bojonegoro Hospital

Based on research that has been conducted on nurses at 'Aisyiyah Bojonegoro 2023 hospital about work motivation that uses five indicators, namely work achievement, recognition, the work itself, responsibility, and self-development. From the results of 61 respondents, there were 39 respondents who had good work motivation with a percentage of 63.9%. And some 36.1% have sufficient work motivation as many as 22 nurses. This shows that the nurses of 'Aisyiyah Bojonegoro Hospital have good work motivation. The work achievement category obtained a result of quite 52.5%, which means that there is a lack of appreciation in the form of awards for nurses so that it requires more encouragement or enthusiasm in maintaining work performance. This shows that nurses lack good morale to improve

work performance, so there is no effort to be competitive with colleagues.

Based on the recognition category, there were sufficient results of 68.9% which stated that the legal status of nurse personnel is guaranteed and clear so that nurses feel safe. However, there is a lack of appreciation from superiors in giving praise to nurses. Thus, the recognition from superiors towards nurses is a form of nurses' involvement in hospital organizations. Then the work indicator itself with good results is 54.1%, this is due to the suitability of the work that has been done with the ability of the nurse, but the nurse needs more time to complete her work so she has to work overtime.

For the responsibility category, 55.7% had good results stating that nurses obey the applicable regulations and maintain the vision and mission of the hospital because it is a form of responsibility in work carried out professionally, but the level of nurses' compliance with SPO and the level of attendance at work during working hours decreases. Then, in the self-development category with a sufficient result of 67.2%, this means to get training and participate in seminar activities held by the hospital, but nurses have not fully received this opportunity. This lack of opportunities in self-development affects the performance of nurses which causes work motivation to decrease.

Based on previous research conducted by Ummu Balqis Munfaridah (Sinambela, 2021) with the title "The Relationship between Work Motivation and the Performance of Inpatient Nurses at Muhammad Sani Hospital, Karimun Regency in 2021". It shows that the results show that inpatient nurses at Muhammad Sani Hospital have sufficient work

motivation with a score of 61.3%. In the results of the research conducted by (Sinambela, 2021) for the calculation of each work indicator for the level of work suitability, the result was 65%. The self-development indicator obtained a result of 58.75%, then for the achievement indicator, a result of 45% was obtained. Then for the indicator of responsibility of inpatient nurses at Muhammad Sani Hospital, a result of 40% was obtained. Furthermore, the recognition indicator obtained a result of 52.5%. Based on previous research that has been conducted by Ummu Balqis, it can be concluded that the work motivation of inpatient nurses at Muhammad Sani Hospital in 2021 was obtained as a result of sufficient work motivation. Based on this study, the work motivation of nurses at 'Aisyiyah Bojonegoro Hospital was obtained as a result of good work motivation.

This is in accordance with the opinion expressed by (Malayu S.P Hasibuan, 2016) stating that motivation is important to be used because with motivation it is expected that every nurse is willing to work hard and have a high enthusiasm for high productivity. Another supporting assumption was expressed by (Rosdiana and Safrina Ramadhani, 2021) in a study entitled "The Relationship between Motivation and Nurse Performance in the Inpatient Room of Sundari Medan Hospital" which stated that motivation is very closely related to nurse performance, because this means that the better a person's motivation in doing their job, the better their work performance, For example, nurses are cared for and rewarded to superior awards so that they will be more motivated to achieve achievements at a higher level.

Performance of Nurses at 'Aisyiyah Bojonegoro Hospital

Based on the results of the research that has been carried out related to the performance of nurses at 'Aisyiyah Bojonegoro Hospital from 61 respondents, the results of good performance were obtained by 57.4% or as many as 35 nurses and some 42.6% of the performance of nurses was sufficient as many as 26 nurses. This shows that the nurses of 'Aisyiyah Bojonegoro Hospital have good performance. This research is related to performance using indicators, namely quality, quantity, timeliness, and effectiveness. Based on the quality category, the results were sufficient, which was 60.7%, this shows that the quality of the work produced is in accordance with nursing care because almost all nurses at 'Aisyiyah Bojonegoro Hospital have been educated in S1 Nursing and Nurses so that they are able to carry out and understand their duties and responsibilities and understand the obstacles experienced by patients.

Based on the quantity category, the percentage of 55.7% is produced. The quantity of work produced by nurses is in accordance with the patient's anamnesia such as biodata, main complaints, disease history and patient complaints and has feelings of empathy for patients. However, the work of nurses has not met the initial target that has been determined and the number of work results has not been achieved in one period.

Based on the timeliness category, it is sufficient to produce 52.5%. Which means the presence of nurses at work on time and leaving work after working hours have ended and always maintaining hygienic

cleanliness. However, there are still nurses who do not participate in non-spiritual activities in the hospital and are not equipped with official uniforms.

Then, the effectiveness category got a sufficient result of 54.1%. This means that the effectiveness of nurses' work in doing skilled work in accordance with their functions and the attendance system already uses electronics, as well as utilizing existing free time. And before carrying out their work, the nurse prepares the completeness of the tools before taking action. Based on previous research conducted by Ummu Balqis Munfaridah 2021 with the title "The Relationship of Work Motivation to the Performance of Inpatient Nurses at Muhammad Sani Hospital, Karimun Regency in 2021". This study obtained the results of the performance of inpatient nurses at Muhammad Sani Hospital with sufficient results. In the assessment of each item of quality, quantity, timeliness, and effectiveness indicators, sufficient results were obtained. Based on the results of the research conducted by the nurses of 'Aisyiyah Bojonegoro Hospital, they have good performance, but for the calculation of each indicator, they get sufficient results. This means that hospitals need to re-evaluate to improve nurses' performance against their performance standards.

Based on the thoughts of (Novianti, 2022) with the title "The Influence of Work Motivation and Work Discipline on Employee Performance at the Kotapinang Regional General Hospital" which states that performance is a result of work that can be found in quality and quantity in carrying out tasks achieved by a person based on the responsibility of an employee in realizing the goals, vision, mission, and goals of an organization or company because it is

closely related to the goals a hospital organization. The better the employee's performance, the easier it is for the organization's goals to be achieved.

Another supporting theory is expressed by (Sutrisnoputri, Suryawati and Fatmasari, 2018) which states that nurses are the most important resource in hospitals, so nurses are required to have intellectual, interpersonal, technical and moral abilities. Nursing provides services in the hospital 24 hours a day, and has constant contact with patients. Therefore, nursing services in hospitals are an integral part of health services. Thus, efforts to improve hospital services must be followed by efforts to improve nurse performance.

Based on the conclusions obtained, the assessment of nurses' performance in doing their work is in accordance with the results of work or job performance in terms of quality and quantity with what is their responsibility and in accordance with their level of knowledge. This nurse performance assessment is carried out to assess or evaluate performance so that it can be an input later for continuous improvement. The level of good work spirit and positive attitude produced by nurses in carrying out their duties is also able to produce good performance. So that if the performance of the nurse is good, the work results obtained will also increase according to the organization's goals.

The Relationship between Work Motivation and the Performance of Nurses at 'Aisyiyah Bojonegoro Hospital

Based on the research that has been carried out at 'Aisyiyah Bojonegoro Hospital, the results in table 4.7 of the two variables were obtained, a value of 0.000 or with a significant value (p value < 0.05)

which means that H_0 is rejected and H_a is accepted, this shows that there is a relationship between work motivation and nurse performance at 'Aisyiyah Bojonegoro Hospital. Based on the results of the spearman rank test with the help of SPSS version 27 between the relationship between motivation and nurse performance, a value of 0.595 was obtained.

A variable is said to be related if, the significant value obtained is smaller than the probability value used, which is 0.05. From the results of the spearman rank test, it can be seen that the correlation value is 0.595. In this case, there is a significant relationship between motivation and nurse performance. So that it is included in the direction of a positive or one-way relationship. And the value of the correlation coefficient is at the level of moderate relationship strength because it is between 0.40-0.599.

This research is in line with the research conducted by (Sinambela, 2021) on the Relationship of Work Motivation to the Performance of Inpatient Nurses at Muhammad Sani Hospital, Karimun Regency where the results of the study show that the value of the correlation coefficient of 0.355** means that the higher the work motivation, the more inpatient nurse performance will increase. This research is in line with the research conducted by (Fajriani S, Arifin and Rahmadani, 2022) with the title "The Relationship between Motivation and Workload and Nurse Performance in the Inpatient Installation of Makassar City Hospital" based on the research conducted on the relationship between motivation and workload and nurse performance in the inpatient installation of the Makassar City Hospital, it can be concluded that there is a

relationship between motivation and workload and the performance of nurses in the inpatient installation of the City Hospital Makassar. Another study is also supported by (Richard Ariko, 2021) on "The Relationship between Work Motivation and Nurse Performance in the Inpatient Room of Ajibarang Hospital" Based on the results of the spearman-rank test, the p value was 0.024 and the correlation coefficient value was 0.252*, so it can be concluded that H_0 is rejected and H_a is accepted and there is a relationship between work motivation and nurse performance.

Another study was also conducted by (Meylinda, 2021) entitled "The Relationship between Work Motivation and Nurse Performance at the Gelumbang Regional General Hospital in 2021" with the results of a statistical test with the Chi Square test showing that the p value = 0.002, the researcher argues that there is a relationship between work motivation and nurses' work performance, because there are still some nurses who have not been motivated to work well because there are no awards or rewards and incentives they receive.

Work motivation is the motivation for a person to do work. If the nurse has a strong push from within or a push from outside herself, then the employee will be aroused or encouraged to do a good job. In the end, encouragement or stimulation both from within and outside a person will produce good performance (Hanafi and Zulkifli, 2018).

This encouragement in a person will cause loyalty and work spirit that makes them happy with their work. Where that nurses who have high work motivation will do their best to achieve the agency's goals,

one of which is by displaying optimal performance. On the other hand, nurses who have low work motivation will display work results that are not optimal and affect nurse performance (Fajriani S, Arifin and Rahmadani, 2022).

According to (Franata, Ginting and Deasy, 2019) motivation has a significant relationship with nurse performance. So if a nurse's motivation increases, the nurse's performance will also increase. And vice versa, if motivation is low, it will also have a significant effect on the performance of nurses which will also decrease. This is strengthened by research conducted by (Andriani, Yasir Haskas, 2021) on the relationship between extrinsic work motivation where one of the factors is incentives, namely incentives have an influence on increasing nurses' work motivation so that it can lead to an increase in the performance of nurses themselves, because by providing incentives will create a sense of satisfaction for the nurses themselves and will spur the work spirit of nurses to give their best, which will ultimately lead to an increase in nurse performance so that it will provide a positive thing for the organization.

So it can be concluded that, the better the work motivation of nurses and the resulting performance will also increase. Nurses who have high work motivation are also supported by good skills, a good work environment, and good relationships between colleagues so that it will have an impact on performance assessment. And vice versa, if work motivation decreases, performance appraisals will also decrease.

CONCLUSION

Based on the research and discussion and objectives of this study, it can be concluded

after the implementation of the research in June 2023 at 'Aisyiyah Bojonegoro Hospital as follows:

1. Most of the nurses at 'Aisyiyah Bojonegoro Hospital have good work motivation of 39 (63.9%).
2. Most of the nurses at 'Aisyiyah Bojonegoro Hospital had a good performance of 35 (57.4%).
3. There was a relationship between work motivation and the performance of nurses at 'Aisyiyah Bojonegoro Hospital with a value of 0.595 with a moderate level of relationship strength.

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