

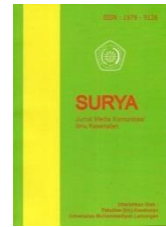


JURNAL SURYA

Jurnal Media Komunikasi Ilmu Kesehatan

Fakultas Ilmu Kesehatan
Universitas Muhammadiyah Lamongan

Halaman link: <http://jurnal.umla.ac.id>



The Relationship Of Motivation With Nurses' Performance

Neni Maemunah¹, Susmini¹, Rustiana Nona Bili²

¹ Lecturer of the Nurse Professional Study Program, Faculty of Health Sciences, Universitas Tribhuwana Tunggadewi Malang, Jawa Timur, Indonesia

² Student of the Nurse Professional Study Program, Faculty of Health Sciences, Universitas Tribhuwana Tunggadewi Malang, Jawa Timur, Indonesia

ARTICLE INFORMATION

Process Article

Accepted: April 02, 2024

Revised: April 27, 2024

Published: April 30, 2024

Corresponding Author

Neni Maemunah

neni.maemunah.nm@gmail.com

Nurse Professional Study Program, Faculty of Health Sciences, Universitas Tribhuwana Tunggadewi Malang, Jawa Timur, Indonesia

How to Cite

Maemunah, N., Susmini., Bili, R. N. (2024). The Relationship Of Motivation With Nurses' Performance. *SURYA: J. Media Komunikasi Ilmu Kesehatan*, 16(1), 31-37. <https://doi.org/10.38040/js.v16i1.897>

ABSTRACT

Introduction: The high commitment of nurses in providing optimal health services to patients is an illustration of the seriousness of nurses to maintain the quality of services provided by hospitals. The purpose of the study is to determine the relationship between motivation and commitment to nurse performance

Methods: The research design uses cross sectional. The research population is 65 nurses with a sample of 56 nurses. The sample was taken using a simple random sampling technique. The independent variable is motivation, the dependent variable is the commitment of the nurse's performance. The instrument used was in the form of a questionnaire. Data analysis uses Fisher's exact test.

Results: The results of this study show that most of the respondents have motivation in the good category, some respondents have performance in the good category and there is a relationship between motivation and commitment to nurse performance with a value of $p \text{ value} = (0.018) < (0.05)$.

Conclusion: There is a relationship between motivation and the commitment of nurses' performance. Factors that affect motivation and performance, namely workload and length of work, can be used as topics for further research

Keywords: Motivation, Performance Commitment, Hospital, Nurse.

INTRODUCTION

Nurses as a person who plays an important role in the hospital with an attitude of concern in providing treatment to anyone who is sick can affect the social situation both with patients, fellow nurses and outsiders apart from nurse friends who are constant. Nurses

with good motivation affect work because of the encouragement of work commitment that arises in the self to achieve the goals that have been set (Budiono & Pertami, 2015). Commitment is a form of determination in the task given and something that is believed from perception, so that it can be stated that a good

policy is born from a commitment (Edison et al., 2017).

Motivation will affect the commitment of nurses in providing services at the hospital. Nurses who have high motivation are able to provide treatment correctly because there are no complaints from patients, families or the community who receive health services (Hariani & Ramlah, 2017).

The problem of nurse motivation can have an impact on the decline in the quality of health services in hospitals. Data from the Ministry of Health of the Republic of Indonesia in 2018 recorded that in Indonesia those who provide good health services are only 57.78% and the remaining 42.22% are still not in accordance with health service quality standards, while in East Java Province which provides good health services as many as 63.16% in hospitals and the remaining 36.84% are not up to standard quality of health services, this is related to low motivation of nurses in providing health services in hospitals (Ministry of Health of the Republic of Indonesia, 2018).

The commitment to the performance of nurses as a result of perseverance in work in terms of quality and quantity achieved by nurses providing health services as the main task as nurses which provides health treatment to patients, takes care of patients with full responsibility, pays attention to patient needs and provides individual or group nursing care services for sick people (Nursalam, 2015). Research by Hariani & Ramlah (2017) explains that the better the commitment of nurses, the more optimal the service in the hospital in providing good health services to patients or the community and supporting to increase a positive image in health services in the hospital. Commitment to good nurse performance such as never making mistakes when providing services to patients in the hospital, being punctual in serving patients, always patiently listening to patient complaints and maintaining the privacy of patients who receive treatment in the hospital.

Research by Soerachmad & Hariani (2016) proves that the success of hospitals/health centers is influenced by the commitment of nurse performance, this is supported by the high motivation to serve the community when performing treatment. The research of Katuk & Bidjuni (2017) explained that the commitment to nurse performance can be seen from the hospital strata that have been achieved, to increase the commitment of nurse performance, it is necessary to have high motivation. Low motivation in providing services at the health center because the hospital infrastructure is incomplete and the rewards received are not according to needs.

Based on the results of a preliminary study conducted by researchers on August 15, 2021 by interviewing 10 nurses, it was found that 8 nurses said they lacked motivation to provide health services, while 2 people admitted that they were always motivated to provide health services and tried to be active in providing optimal health services because many patients and people needed health services even with changes in the service system. This proves that it reduces motivation in providing health services in hospitals so that it can reduce performance commitment for nurses. Based on the above background and the results of the preliminary study, the title of this study is the relationship between motivation and commitment to nurse performance.

METHODS

The research design used in this study is correlation analysis using a Cross sectional approach. This study took the total population of nurses at the Waluya Sawahan Nursing Home Hospital, Malang City. The sample obtained was 56 nurses. The sample was taken using a simple random sampling technique. The independent variable is motivation, the dependent variable is the commitment of the nurse's performance. The instrument

used was in the form of a questionnaire. Data analysis using Fisher's exact test.

RESULTS

Table 1. showed that almost half of the respondents were in the age range of 26-30 years (26.8%), almost all respondents were female (87.5%), most of the respondents were educated in D3 Nursing. (69.6%), almost all respondents have a position as an implementing nurse (83.9) and most of the respondents have worked > 5 years (62.5%).

Table 1. General Data of Research Based on Education, Position and Length of Work in Nurses

Characteristics	f	(%)
Age		
20-25 years old	14	25
26-30 years old	15	26,8
31-35 years old	6	10,7
36-40 years old	10	17,9
41-45 years old	8	14,3
>46 years old	3	5,4
Gender		
Woman	49	87,5
Man	7	12,5
Education		
Professional		
Nursing	7	12,5
Bachelor Nursing	10	17,9
Vocational		
Nursing	39	69,6
Position		
Head of Nursing	8	14,3
Vice Head of		
Nursing	1	1,8
Nurse	47	83,9
Length of Work		
< 5 Years	21	37,5
> 5 Years	35	62,5
Total	56	100

Table 2. showed that some respondents had good motivation of 55%, and the commitment of nurse performance in the good category was 50.0%. Table 3.

After the merger of cells or 2x2 tables, cells with an expected count value below 5 were still found, so the analysis test used the Fisher Exact Test. The results of the analysis test showed that there was a relationship between motivation and nurse performance commitment, proving that the results of the fisher exact test analysis obtained a value of $P = (0.018) < (0.05)$ and an OR value of 8.1, meaning that nurses who have sufficient and low motivation will have a greater risk of experiencing sufficient and less work commitment as much as 8.1 times greater than nurses who have good motivation. The results of the study also show that the motivation of nurses who are in the good category, namely (55.4%), will have a performance commitment that is in the good category, including (50.0%).

Table 2. Motivation and Commitment to Nurse Performance in Hospitals

Variable	f	(%)
Nurse Motivation		
Good	31	55,4
Enough	14	25
Less	11	19,6
Commitment to Nurse Performance		
Good	28	50
Enough	23	41,1
Less	5	8,9
Total	56	100

DISCUSSION

The results of the study showed that most of the respondents had good nurse motivation. Good nurse motivation can be seen from the results of the questionnaire answers that almost all nurses remind each other to carry out nursing care, almost all nurses provide nursing care to patients properly and according to procedures in the hospital, almost all nurses in carrying out my nursing care work with full responsibility, almost all nurses work to

meet the economic needs of the family and most nurses work hard to get bonuses that are in accordance with the performance commitments that I have made. Motivation is influenced by several factors, namely achievement, responsibility, development and recognition.

Good nurse motivation is due to the performance factor. Nurses who have the drive to achieve something will work hard in every job so that they get achievements. According to Gibson (2013) states that achievement (achievement) has a great influence on a person's work motivation in each job. The need to obtain achievements in the field of work is certainly very easy if there is encouragement in yourself. A person who has the desire to achieve as a "need" can encourage him to achieve his goals.

Good nurse motivation is due to the advancement and development factor. According to Gibson (2013), the advancement factor is the need to obtain career advancement (position) and the possibility of growth factor is the need to obtain career advancement. Motivation in health services is very necessary to foster enthusiasm, dynamic saturation so that they always remain enthusiastic in working because in essence the mission of nursing is a very noble task as an integral part of health services.

According to Sunaryo (2015) who stated that things that affect the level of motivation of nurses at work include the satisfaction felt at work, the existence of a career path, the comfort of work and the high salary obtained. According to Simamora (2016), to realize good nursing services, the ability of managers to manage nurse resources and other resources is needed. Managers must be able to adapt leadership patterns to work management. For example, the head of the room is able to direct and support the nurse in working well.

The results of the study showed that some respondents had a commitment to nurse performance in the good category. The commitment to good nurse performance can be seen in the questionnaire answers that almost all nurses maintain nursing and medical equipment so that it is always in a ready-to-use state, almost all nurses always improve their ability to carry out nursing care, almost all nurses come to work on time according to the provisions, almost all nurses provide first aid to patients in emergencies appropriately and correctly and most nurses Always conduct an assessment of client data before taking any further action. Performance commitment is influenced by several factors, namely age, education, experience and motivational factors.

Table 3. Cross-tabulation of nurse motivation with performance commitment

Variable	Performance Commitment						Total	<i>p</i> value	OR
	Good		Enough		Less				
Motivasi Perawat	f	%	f	%	f	%	f	%	
Good	21	37,5	9	16,1	1	1,8	31	55,4	0,018
Enough	7	12,5	6	10,7	1	1,8	14	25	
Less	0	0	8	14,3	3	5,4	11	19,6	
Total	28	50	23	41,1	5	8,9	56	100	

The commitment of good nurse performance is influenced by the age factor. Most respondents were 26-30 years old. This age has entered adulthood. The

older they get, the more their grasp and mindset will develop, so that the knowledge they gain will improve. According to Notoadmo (2014) states

that age is the age calculated from the time of birth to the time when he will have his birthday. The older you are, the more mature and powerful a person will be in thinking and working.

This is as a result of his experience and maturity of his soul. Hospitals where the older a nurse is, the readiness of nurses in utilizing hospitals, especially in counseling, can run well, more experienced, because a person's age will affect performance commitment.

The commitment to good performance of nurses is influenced by motivational factors. This study shows that most nurses have good motivation. Good motivation will give yourself encouragement at work so that it has an impact on the commitment of nurse performance. The formation of strong motivation can result in good and quality performance results or commitments from the work they carry out. This means that every increase in motivation possessed by employees in carrying out their work will provide an increase in their performance commitment (Winarno, 2022).

Nurses who have high motivation will have a strong commitment to providing treatment correctly and obtaining the results of health services achieved, continue to try to build the system and its supporters so that the quality prepared as value can be realized. If the quality is realized, patients are ensured to be satisfied with the health services provided. A nurse is a job or activity that is carried out in accordance with its role. These functions can be changed according to existing circumstances. Nurses as people who play an important role in every activity and are required to always be active in health services (Hariani & Ramlah, 2017).

In line with Sari's research (2017) explained that the existence of high motivation causes nurses to be more active, enthusiastic and at home doing their work in providing health services in

hospitals so that it will increase performance commitment. Nurses' motivation affects work because of the work impulse that arises in the self to achieve the goals that have been set. Motivation will affect the commitment of nurses' performance in providing services at Puskesmas or Hospitals. Nurses who have high motivation are able to provide health services correctly because there are no complaints from the community who carry out examinations in hospitals (Hariani & Ramlah, 2017).

CONCLUSIONS

The results of this study show that the most nurses are 20-25 years old, the majority of women are women, D3 education level and long working period. Nurses mostly have motivation and commitment to performance in the good category. There is a relationship between motivation and nurse performance commitment

REFERENCES

- Budiono dan Pertami, S.B. 2015. *Konsep Dasar Keperawatan*. Jakarta: Bumi Medika
- Dwiyanto, A. 2013. *Mewujudkan Good Governance Melalui Pelayanan Kesehatan*. Yogyakarta: Gadjah Mada University Press.
- Gibson, J.L. 2013. *Organisasi dan Manajemen: Perilaku, Struktur, dan Proses*. Terjemahan. Jakarta: Erlangga.
- Hariani & Ramlah SKM., 2017. Hubungan Motivasi dengan Kinerja Kader Posyandu di Kecamatan Bulo Kabupaten Polewali Mandar. *Jurnal Kesehatan Masyarakat* 3 (2). Universitas Al Asyariah Mandar. <https://media.neliti.com/media/publications/283707-hubungan-motivasi-dengan-kinerja-kader-p-1f6447f4.pdf>. Diakses pada tanggal 13 Desember 2020

- Heti, R. P. (2018). Hubungan Antara Motivasi Kerja Dengan Kinerja Perawat Di Ruang Rawat Inap Rumah Sakit Islam Siti Aisyah Madiun 2018. (Doctoral dissertation, STIKES Bhakti Husada Mulia Madiun)
- Indrawati. 2013. Manajemen Keperawatan Dan Komunikasi Keperawatan. Graha Ilmu: Jakarta
- Katuuk ME., & Bidjuni H. 2017. Hubungan Motivasi Dengan Kinerja Kader Posyandu Balita Diwilayah Kerja Puskesmas Ondong Kabupaten Sitaro. e-Journal Keperawatan (eKp) 5 (2). Universitas Sam Ratulangi Manado.
<https://ejournal.unsrat.ac.id/index.php/jkp/article/download/25226/24923>. Diakses pada tanggal 13 Desember 2020.
- Kemenkes RI. 2018. Survey Kepuasan Masyarakat Kementerian Kesehatan Reublik Indonesia Tahun 2018 dilaksanakan oleh Biro Komunikasi dan Pelayanan Masyarakat Kementerian Kesehatan Republik Indonesia. Jakarta: Kemenkes RI.
- Kusriyanto, B. 2012. Meningkatkan Produktivitas Karyawan. Jakarta: Pustaka Binaman Pressindo.
- Kurniadi, D. H. (2013). Kemampuan Manajerial Pimpinan Dalam Memotivasi Dan Mendisiplinkan Karyawan Dikaitkan Dengan Produktivitas Kerjanya: Penelitian terhadap Karyawan Dinas Pendidikan Propinsi Jawa Barat (Doctoral dissertation, Universitas Pendidikan Indonesia).
- Notoatmodjo. 2014. Konsep Ilmu Keperawatan. Jakarta : Salemba Medika.
- Nursalam. 2015. Manajemen Keperawatan: Aplikasi dalam Praktik Keperawatan Profesional. Edisi 5. Jakarta: Salemba Medika
- Nursalam. 2016. Metode Penelitian Ilmu Keperawatan. Jakarta: Salemba Medika.
- Sari, Indah Komala. 2017. Hubungan Motivasi Dan Insentif Dengan Kinerja Kader Posyandu. Jurnal Kesehatan Medika Saintika 9 (1). STIKes Syedza SaintikaPadang.https://www.researchgate.net/publication/341870100_Hubungan_Motivasi_dan_Insentif_Dengan_Kinerja_Kader_Posyandu/fulltext/5ed79c0e45851529452a8109/Hubungan-Motivasi-dan-Insentif-Dengan-Kinerja-Kader-Posyandu.pdf?origin=publication_detail. Diakses pada tanggal 13 Desember 2020.
- Soerachmad Y., & Hariani. 2016. Hubungan Motivasi Dengan Kinerja Kader Posyandu Di Kecamatan Bulo Kabupaten Polewali Mandar. Jurnal Kesehatan Masyarakat 2 (2). Universitas Al Asyariah Mandar. <https://journal.lppmunasman.ac.id/index.php/jikm/article/download/158/150>.Diakses pada tanggal 13 Desember 2020.
- Susanti, A. (2019). Pengaruh Motivasi Kerja Terhadap Kinerja Perawat Di Ruang Rawat Inap Rumah Sakit Umum Daerah Deli Serdang Tahun 2018 (Doctoral dissertation, Institut Kesehatan Helvetia).