



The Relationship between Individual Characteristics, Ability, and Motivation with Nurse Performance in the Inpatient Room of Syekh Yusuf Gowa Regional General Hospital

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ABSTRACT

The achievement performance indicator is a variable to measure and assess the quality of service that has an impact on health services. The purpose of this study was to determine the relationship between nurse performance in the Inpatient Room of the Syekh Yusuf Gowa Regional General Hospital in 2022. This quantitative research design is Cross Sectional. Data were collected through questionnaires distributed in December 2022 - January 2023. The sample in the study amounted to 115 nurses in the inpatient room of the Syekh Yusuf Gowa Regional General Hospital and proportional random sampling technique. The results showed that there was a relationship between the performance of nurses in the inpatient room of the Regional General Hospital of Syekh Yusuf Gowa with age (p value = 0.000), education (p value = 0.999), legal and cultural ethical professional abilities (p value = 0.018), (professional development ability (p value = 0.008), physiological motivation (p value = 0.000), security motivation (p value = 0.001), affiliation motivation (p value = 0.010), reward motivation (p value = 0.005), and self-actualization motivation (p value = 0.012). The variable that has a significant effect on the performance of nurses in the inpatient room of the Syekh Yusuf Gowa Regional General Hospital is motivation as safe, the recommendation of this study is that hospital management can make improvements to the welfare and guarantee of nurses in increasing the motivation of a sense of security.

INTRODUCTION

Hospitals are health agencies that organize health services, both medical services performed by doctors and nursing services by nurses. Health services organized in hospitals are a form of service provided to customers involving a multi-disciplinary team including a nursing team that specifically provides nursing services. Nursing services as an integral part of health services play an important role in achieving optimal health status.

Nursing services are a service sector that must follow global developments that have a double impact, on the one hand opening up the widest possible cooperation opportunities, and on the other hand is quite intense competition. Therefore, the main challenge now and in the future is to increase competitiveness and competitive advantage in the nursing sector. For this reason, it is necessary to prepare quality human resources in accordance with the demands of the labor market or business and industry (Kepmenkes, 2020).

The decline in nurse performance greatly affects the image of a hospital's services in the community. Poor nursing services lead to a lack of public trust in the hospital's ability. The ability to carry out tasks, such as nursing care, is the main element in assessing one's performance, but without the support of an ability and motivation, the task will not be completed (Khalid, 2006 in Saleng, 2015).

Nurses are required to always improve their performance in order to survive and develop, because with good performance in each nurse, the nurse will be able to optimize their ability to do the work that has been given, improve the quality of health center services, and will automatically affect the performance of the health center. The performance of health workers can be influenced by motivational factors (Astuti & Lesmana, 2019).

Research conducted by Rowe (2008) in Nevada, United States related to perceptions is about the perceptions of nurses and the public about careers and performance conducted study results obtained, namely around 20% of nurses have the view that careers and performance are related to caring and

16% are perceived by the community. About 23% of the public perceived nurses as knowledgeable, qualified and skilled, while only 6% of nurses agreed. Regarding nurses as professionals, around 8% of the public and 23% of nurses perceived nurses as smart and educated, 7% of the public perceived nurses and 4% of nurses.

METHOD

This research is a type of quantitative research with a Cross Sectional design approach. The population in this study were all nurses who served in the inpatient room of the Syekh Yusuf Gowa Regional General Hospital, totaling 140 nurses. The sample in this study were inpatient nurses at the Syekh Yusuf Gowa Regional General Hospital with a sample size of 115 nurses, through the calculation of the sample size using the Slovin formula. Sampling is done by proportional random sampling, which provides equal opportunities for members of the population to be sampled as well. This study was conducted in the inpatient room of the Syekh Yusuf Gowa Regional General Hospital and was conducted in December 2022 - January 2023. The instrument was a questionnaire distributed to nurses through a list of hospital nurses. This research data management technique using Computer Statistical software analysis.

RESULTS

Overview of Nurse Characteristics

1. Age

The distribution obtained based on the age of nurses in the inpatient room of the Regional General Hospital

Table 1. Distribution of Nurses by Age in the Inpatient Room at the Regional General Hospital of Syekh Yusuf Gowa Year 2022

Age	Total (n)	Percentage (%)
Young Adults (<30 Years)	41	35.7
Middle Adult (≥ 30 Years)	74	64.3
Total	115	100

Source: Primary Data Year 2022

Table 1 shows that most of the nurses in the inpatient room of the Syekh Yusuf Regional General Hospital are in the middle adulthood age group (≥ 30 Years), namely 74 nurses (64.3%).

2. Gender

The distribution obtained based on the gender of nurses in the inpatient room of the Regional General Hospital of Syekh Yusuf Gowa can be seen as follows:

Table 2. Distribution Based on Gender of Nurses in the Inpatient Room of the Regional General Hospital of Syekh Yusuf Gowa Year 2022

Gender	Total (n)	Percentage (%)
Male	31	27.0
Female	84	73.0
Total	115	100

Source: Primary Data Year 2022

Table 2 shows that most of the nurses in the inpatient room of the Syekh Yusuf Regional General Hospital are female, totaling 84 people (73.0).

3. Education

The distribution obtained from the last level of education of inpatient room nurses at the Regional General Hospital of Syekh Yusuf Gowa is as follows:

Table 3. Distribution Based on Nurse Education in the Inpatient Room of the Regional General Hospital of Syekh Yusuf Gowa Year 2022

Education	Total (n)	Percentage (%)
3rd Diploma	37	32.2
Bachelor/Profession Ners/Master	78	67.8
Total	115	100

Source: Primary Data Year 2022

Table 3 shows that most of the nurses' education in the inpatient room of the Regional General Hospital of Syekh Yusuf Gowa in the Bachelor/Profession Ners/Master education group as many as 78 (67.8%).

4. Working Period

The distribution obtained from the working period of nurses in the inpatient room of the Regional General Hospital of Syekh Yusuf Gowa is as follows:

Table 4. Distribution Based on Working Period of Nurses in the Inpatient Room of the Regional General Hospital of Syekh Yusuf Gowa Year 2022

Working Period	Total (n)	Percentage (%)
≤ 6 Years	31	27.0
> 6 Years	84	73.0
Total	115	100

Source: Primary Data Year 2022

Table 4 shows that most of the nurses' Working

Period in the inpatient room of the Regional General Hospital of Syekh Yusuf Gowa in the group of tenure > 6 years amounted to 84 people (73.0%).

DISCUSSION

Working Ability

The results of the analysis of the relationship between the work ability of nurses with performance obtained that there are 3 nurses (5.6%) who have less work ability have good performance, while among nurses who have good work ability as many as 51 nurses (94.4%) have good performance. The statistical test results obtained p value = 0.000 so that it can be concluded that there is a significant relationship between the work ability of nurses with nurse performance.

The results of the analysis of the relationship between the ability of professional, ethical, legal and cultural practices with performance obtained that 27 nurses (44.3%) who have less ability in aspects of professional, ethical, legal and cultural practices have good performance, while among nurses who have good work skills in professional, ethical, legal and cultural practices as many as 34 nurses (55.7%) have good performance. The results of statistical tests conducted with the Chi Square test obtained a p value of $0.018 < \alpha (0.05)$ so that it can be stated that H_0 is rejected, which means that there is a significant relationship between length of work with the performance of nurses in the hospital room.

Work ability according to (Irawan, 1997) consists of three abilities, namely cognitive, affective and psychomotor abilities. These three abilities must be inherent in nurses when carrying out professional, ethical, legal and cultural practices. Cognitive ability is very important for nurses because this is the basis for having a good attitude and psychomotor, optimal work ability for nurses can be obtained if nurses have the ability to be responsible for professional practice, able to carry out nursing practice based on professional ethical codes and run legally (PPNI 2010).

This research is in line with (Iwan Wahyudi, 2010) From the results of the analysis it was also found that among nurses who have good work skills, most of them have good performance and the results of statistical tests obtained p value = 0.01 which can be concluded that there is a relationship between nurses' work skills and nurses' performance.

The researcher's assumption is that optimal work ability for nurses can be obtained if nurses have the ability to be responsible for their professional practice, are able to carry out nursing practice based on a professional code of ethics and run legally.

Work Motivation

The picture of nurses' work motivation at the Regional General Hospital Syekh Yusuf Gowa based on the results of the analysis obtained most of the nurses 55.2% have good work motivation. Among nurses who have good work motivation about 63.8% have good performance. The test results concluded that there was a significant relationship between work motivation and nurse performance. The results of other studies also provide a similar picture, Baidoeri's research (2003) about 80% of nurses with good work motivation have good performance and statistical tests also concluded that there is a significant relationship between work motivation and performance. The results of the analysis of nurses' work motivation which includes the motivation of the need for security with performance obtained that there are as many as 36 nurses (59.0%) who have less motivation for security needs have good performance, while among nurses who have good motivation for security needs, as many as 25 nurses (27.8%) have good performance. The results of statistical tests conducted with the Chi Square test obtained a p value of $0.001 < \alpha (0.05)$ so that it can be stated that H_0 is rejected, which means that there is a significant relationship between length of work with the performance of nurses in the hospital room. Most nurses feel that they have not fulfilled this need for security so that it can be understood the correlation of this need with nurse performance. This is evident from the results of the analysis which shows that among nurses with less motivation about 62.5% have poor performance while nurses whose motivation is good mostly have good performance.

The motivation of this need for security in the context of individual performance behavior in organizations, the need for security displays itself in the behavior of individual preferences for the world of work. Understanding the level of this need can also be used to explain why certain employees do not like new innovations and tend to continue what has been running.

Researchers assume that this aspect of security needs is very important for executive nurses at the Regional General Hospital of Syekh Yusuf Gowa because this situation makes most nurses feel insecure about their current work. According to Maslow, if the needs at one level have not been met, people will not be motivated to develop themselves, including to do their best work.

Researchers also advise the hospital to use the remuneration system as a Human Resources management strategy in the hospital, to motivate employees to improve their performance. With the remuneration system for hospital employees, hospitals have the opportunity to motivate hospital employees to improve their performance, because performance is one of the main components in the remuneration system. Based on Permenkes Number 625 of 2010, the provisions in the remuneration system must be clearly regulated in such a way that it can be implemented properly, and employees feel safe, feel treated fairly, feel more valued so that they are motivated to improve their performance in achieving business goals and future hospital development. Clarity of the remuneration system can also control costs accountably and responsibly. There is a significant relationship between nurses' work ability and nurses' performance at the Regional General Hospital of Syekh Yusuf Gowa (p value 0.01).

The relationship between individual characteristics of ability and motivation of nurses with nurse performance at the regional general hospital of Syekh Yusuf Gowa

The variables of age, education level, legal and cultural ethical professional ability, professional development ability, physiological motivation, security motivation, affiliation motivation, reward motivation and self-actualization motivation have a significant relationship with the performance of nurses in the inpatient room of the Regional General Hospital of Syekh Yusuf Gowa. In the work ability sub variable, there is a significant relationship between the ability of professional, legal, ethical and cultural practices on nurse performance. There is a relationship between work motivation and the performance of executive nurses (p value 0.016). In the sub-variable of work motivation, motivation of the need for security, motivation of the need for self-actualization has a relationship with nurse performance. While the sub-variables of physiological needs motivation, affiliation needs and appreciation do not have a meaningful relationship

with nurse performance in the inpatient room of the Regional General Hospital of Syekh Yusuf Gowa.

The influence of individual characteristics of ability and motivation of nurses with nurse performance at the regional general hospital of Syekh Yusuf Gowa

After multivariate analysis results using logistic regression analysis. After going through several stages of multivariate analysis, starting with the selection of candidate variables and then modeling, it was finally found that the motivational variable of security needs was the most related variable after controlling for gender, employment status, age and length of service.

Furthermore, the confounding test was conducted to see the difference in the odds ratio (OR) value for the main variable with the exclusion of candidate confounding variables. After analyzing by removing confounding variables one by one gradually starting from the largest p value, it was found that none of the four confounding variables after being removed gradually caused a change in OR value of more than 10% in the main variable, namely the motivation variable of the need for security. The final result concluded that there were no variables that were confounding the main variable after the confounding test was carried out. The results of the final modeling analysis obtained an OR of the motivation variable of the need for security of 3.779, meaning that nurses who have a good motivation need for security have a 3.8 times chance of having good performance compared to nurses with less motivation.

As previously explained, the motivation for security needs in the context of work is the urge to fulfill the need for security or welfare, health protection, old age security if you retire or experience a break in employment (Notoadmojo, 2009). Fulfillment of this motivational need is very meaningful for nurses because the fulfillment of security needs will create a sense of security for nurses when carrying out their work. A sense of security in the form of welfare, health insurance and old age or if you experience termination of employment, especially for nurses with contract or honorary employment status, is very important. The results of the analysis concluded that there is a significant relationship between the motivation of security needs on nurse performance. Nurses will get peace of mind at work and perform optimally when their sense of security needs have been met.

The impetus for fulfilling this sense of security is basically financial welfare and there is a definite guarantee of employment. This encouragement is the most dominant factor for implementing nurses at the Regional General Hospital Syekh Yusuf Gowa in an effort to display optimal performance. If the encouragement of this need is fulfilled, it will increase work motivation for nurses which will further improve nurse performance.

The absence of confounding factors on the motivation variable of the need for security in relation to the performance of executive nurses has the implication that the performance of nurses at the Regional General Syekh Yusuf Gowa is not influenced by other factors besides the motivation factor of the need for security.

CONCLUSION

The description of nurse performance in the Inpatient Room of the Syekh Yusuf Gowa Regional General Hospital has more nurses who have good performance. The characteristics of executive nurses in the Inpatient Room of the Syekh Yusuf Gowa Regional General Hospital, most of them are less than 30 years old, more nurses have a length of service of less than 6 years, most nurses are female, and most nurses have a Diploma 3 nursing education. The most dominant variable associated with the performance of executive nurses is the motivational variable of security needs.

RECOMMENDATION

it is hoped that hospital leaders will increase the possibility of development through additional nursing care knowledge in the workplace, provide training to all nurses and it is hoped that superiors will provide support to nurses so that they want to try harder to progress.

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