

MOTIVATIONAL FACTORS RELATED TO THE PERFORMANCE OF NURSES IN THE INPATIENT INSTALLATION AT RUMAH SAKIT TERPADU (RST) DOMPET DHUAFA BOGOR IN 2023

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ABSTRAK

Kinerja perawat merupakan perilaku kerja yang dikerjakan oleh perawat dalam melakukan asuhan keperawatan kepada pasien yang didalamnya terdapat pelaksanaan rencana tindakan agar kebutuhan pasien terpenuhi secara maksimal. Berdasarkan hasil studi terdahulu di RST Dompot Dhuafa Bogor bahwa 65,2% perawat mengalami kinerja yang kurang baik. Penelitian ini bertujuan untuk diketahuinya “Faktor – Faktor Motivasi yang Berhubungan dengan Kinerja Perawat di Instalasi Rawat Inap di RST Dompot Dhuafa Bogor Tahun 2023”. Penelitian dilakukan pada bulan November 2022 - Mei 2023 di RST Dompot Dhuafa Bogor. Penelitian ini menggunakan desain studi cross sectional. Populasi dalam penelitian ini semua perawat yang bekerja di RST Dompot Dhuafa Bogor. Sampel penelitian ini sebanyak 86 perawat dengan menggunakan total sampling. Data dalam penelitian ini menggunakan instrument berupa kuesioner, selanjutnya dilakukan analisis dengan menggunakan uji *Chi Square* dengan $\alpha=0.05$. Hasil penelitian menunjukkan bahwa tidak ada hubungan antara promosi jabatan dengan kinerja perawat (p -value 0,226), adanya hubungan yang signifikan antara tanggung jawab dengan kinerja perawat (p -value 0,000), tidak adanya hubungan antara gaji dengan kinerja perawat (p -value 0,244). Terdapat hubungan motivasi dengan kinerja perawat yaitu tanggung jawab. Sementara promosi jabatan dan gaji tidak ada hubungan dengan kinerja perawat. Rumah sakit memberikan promosi jabatan secara rutin setiap tahunnya, membuat peraturan dan kebijakan atau program mengenai kedisiplinan terhadap pelayanan agar lebih bertanggung jawab, memberikan tambahan berupa bonus kepada perawat.

Kata Kunci: motivasi, kinerja perawat, rumah sakit

ABSTRACT

Nurse performance is a work behavior carried out by nurses in providing nursing care to patients in which there is an implementation of an action plan so that the patient's needs are met optimally. Based on the results of a previous study at RST Dompot Dhuafa Bogor, 65.2% of nurses experienced poor performance. This study aims to find out "Motivational Factors Related to Nurse Performance in Inpatient Installations at RST Dompot Dhuafa Bogor in 2023". The research was conducted in November 2022 - May 2023 at RST Dompot Dhuafa Bogor. This study uses a cross-sectional study design. The population in this study is all nurses who work at RST Dompot Dhuafa Bogor. The sample of this study was 86 nurses using total sampling. The data in this study used an instrument in the form of a questionnaire, then analysis was carried out using the Chi Square test with $\alpha=0.05$. The results of the study showed that there was no relationship between job promotion and nurse performance (p -value 0.226), there was a significant relationship between responsibility and nurse performance (p -value 0.000), and there was no relationship between salary and nurse performance (p -value 0.244). There is a relationship between motivation and nurse performance, namely responsibility. Meanwhile, job promotions and salaries have nothing to do with nurse performance. Hospitals provide job promotions regularly every year, make regulations and policies or programs regarding discipline in services to be more responsible, and provide additional bonuses to nurses.

Keywords: motivation, nurse performance, hospital



INTRODUCTION

Nurse performance is a work behavior carried out by nurses in providing nursing care to patients in which there is an implementation of an action plan so that the needs of patients are met optimally (Triyana, 2013). Based on the performance data of nurses in East Saudi Arabia, it is stated that the performance produced by nurses shows good results with the level of primary health nurses at 54.2% and secondary nurses at 53.5%, and overall nurse performance at 53.7%. However, from these results, as many as 60% of nurses in primary health were rated better in teaching achievement 63.2%, communication 59.7%, planning 63.2% and development 60.4%. Meanwhile, the performance of secondary nurses can be assessed both in terms of leadership 58% and critical nurses 59.6% (Huda M Al-Makhaita, 2014).

Based on the performance data of nurses in Indonesia, there is no development because the performance figure has not increased from 2019 2013 to 2015 by as much as 50%. According to (Nabila Khoiru Nisa, 2020), in 2018, it was discovered that 50% of nurses in Indonesia performed well, 34.37% performed moderately, and 15.63% performed poorly. Several provinces in Indonesia experienced a decrease and increase in low nurse performance such as Bengkulu province showing that nurse performance was low in 2013 (46%), nurse performance was low in 2014 (47%), nurse performance was low in 2015 (49%), then in the province of DI Yogyakarta experienced development of low nurse performance from 2013 (49%), in 2014 nurse performance was low (50%), In 2015 nurse performance was low (50%).

Then in Banten province, nurse performance was low in 2013 (51%), nurse performance was low in 2014 (49%), nurse performance was low in 2015 (51%). In contrast, the low performance of nurses in the West Java province increased in 2013 and 2015. In 2013, nurses' performance was low (53%), in 2014, it was low (52%), and in 2015, it was low (53%), according to the Ministry of Health of the Republic of Indonesia (2016). This shows that the performance data of nurses in hospitals in each province in Indonesia is still far from optimal because some hospitals show that they are still in the category of poor or low nurse performance and West Java province has high low performance (Hidayat, 2017).

Nurse performance data in West Java Province such as the Bekasi region shows the results of low nurse performance in 2013 (46%), low nurse performance in 2014 (46%), low nurse performance in 2015 (49%), then there is the Bogor area which is one of the regions in West Java province. According to the Bogor area's low nurse performance data, the following years had low nurse performance: 2013 (49%), 2014 (48%), and 2015 (51%). Based on the data, the Bogor region still has a low level of nurse performance because there is still a decline, this can happen because there is still a lack of motivation by every nurse in the hospital (DEPKES, 216).

Some of the impacts of motivational factors that greatly affect nurse performance are also related to promotions, responsibilities, and salaries (Gunarto, 2019). According to the findings of a study on work

motivation carried out in the inpatient installation at the Siti Aisyah Madiun Hospital, 15 nurses were able to earn a good motivation score of 19.0%. Out of 59 nurses, 74.7% were sufficiently motivated. Then the results of motivation are not enough to get 6.3% of the results of 5 nurses, which means that in this hospital it is high enough for the work motivation of nurses (Buanawati, 2019). Based on the performance data of inpatient nurses at PMI Bogor City Hospital, there were 21 nurses (60.1%) with high performance and 17 nurses (39.9%) with low performance. Based on these findings, it can be said that nurses at PMI Bogor City Hospital's inpatient installation perform either very well or very well (Novianty, 2022).

Based on previous research that has researched the performance of inpatient nurses at RST Dompot Dhuafa Bogor, there are 34.8% of inpatient nurses have good performance, and 65.2% of inpatient nurses have poor performance, which means that this hospital has low motivation for inpatient nurse performance. One of the factors that nurses cannot provide high performance is due to the low motivation of inpatient nurses (Adiyatma, 2017).

Based on this, there are still performance problems in the West Java area in the Bogor area. RST Dompot Dhuafa is one of the hospitals in the Bogor area that still has problems with the performance of inpatient nurses. RST Dompot Dhuafa Bogor is expected to provide optimal services to meet the needs of the community. However, as previously said, it is still deficient based on the findings of the performance investigation conducted at RST Dompot Dhuafa Bogor. One of the issues influencing nurses' performance in inpatient facilities is the incentive element. In light of this, the researcher hopes to identify the motivating elements that influence nurses' performance in the inpatient installation at RST Dompot Dhuafa Bogor in 2023.

METHOD

This study was conducted at RST Dompot Dhuafa Bogor using a cross-sectional study design between November 2022 and May 2023. There were 86 responders in the study's sample. Total sampling is the method used for sampling, in which the sample is drawn based on the population. Both descriptive and analytical methods were used to analyze the data: descriptive analysis was used to evaluate how dependent factors (nurse performance) and independent variables (promotions, responsibilities, and salary) were related, and chi-square analysis was used to see how dependent and independent variables were related. This research has received approval from the Ethics Commission of the Faculty of Public Health Universitas Muhammadiyah Jakarta with the number No.10.032.B/KEPK-FKMUMJ/I/2023.

RESULTS AND DISCUSSION

Based on Table 1, it is known that of 86 inpatient nurse respondents in the study, nurses who received poor job promotions were 29 people (33.7%) and inpatient nurses who received good job promotions as many as 57 people (66.3%). 34 nurses (39.5%) have poor responsibilities, and 52

inpatient nurses have good responsibilities (60.5%). 19 nurses (22.1%) have low salaries and 67 (77.9%) inpatient nurses have high salaries. 31 nurses (36.0%) and inpatient nurses have good performance as many as 55 (64.0%).

Table 1. Frequency Distribution of Job Promotion, Responsibility, Salary, and Nurse Performance at RST Dompot Dhuafa Bogor in 2023

Variable	Frequency (n)	Percentage (%)
Job Promotion	29	33.7
Not Good	57	66.3
Good		
Responsibility		
Not Good	34	39.5
Good	52	66.5
Salary		
Low	19	22.1
High	67	77.9
Nurse Performance		
Not Good	31	36.0
Good	55	64.0

According to table 2, 13 (44.8%) received a poor promotion with poor nursing performance, while 16 (55.2%) received a poor promotion with good nurse performance. Additionally, 18 (31.6%) of the nurses who were promoted to good positions with poor performance and 39 (68.4%) of the nurses who were promoted to good positions with high performance received it. The aforementioned table also demonstrates that there is no correlation between nurse performance and job promotion; the p-value is more than 0.05. This study is consistent with research by Chandra (2018), which found that 54% of nurses receive favorable job promotions and 46% receive bad ones. Based on the statistical findings, it can be said that nurses in the RST Dompot Dhuafa Bogor inpatient installation receive promotions when their work is going well. This will ensure that nurses' performance continues to improve and hospital services are further enhanced (Chandra, 2018).

Table 2 shows that there is a negative relationship between responsibility and nurse performance. Poor nurse performance is represented by 21 (61.8%), while good nurse performance is represented by 13 (38.2%). Additionally, good responsibility with a good performance of 42 (80.8%) and good responsibility with a poor nurse performance of 10 (19.2%) was obtained. The aforementioned table also demonstrates a correlation between nurse performance and responsibility, with a p-value of less than 0.05. If we review the results of this study, more nurses have good responsibility than the research conducted (Aswat, 2010) which shows nurses with poor responsibilities with a result of 75.5% and nurses with good responsibilities at 24.5%. The inpatient nurses at RST Dompot Dhuafa Bogor have good responsibilities, according to the statistical results. This means that when the nurses perform their duties

and work, they will do so with full responsibility, in compliance with the established rules, and will result in good performance for patients and their families.

Low salaries with poor nursing performance was 9 (47.4%), followed by low wages with strong nursing performance at 10 (52.6%), according to Table 7, which examines the relationship between compensation and nurse performance. Furthermore, high compensation is acquired with good nursing performance of 45 (67.2%) and high pay with bad nursing performance of 22 (32.8%). Because the p-value is greater than 0.05, the preceding table also demonstrates that there is no correlation between nurse performance and pay. According to a different study by Husnayain and Andayani (2019), there are 79.7% high-paid nurses and 20.3% low-paid nurses (Ihdal Husnayain, 2019). Furthermore, according to research by (Adiyatma, 2017), nurses' incomes range from low at 43% to high at 57%. Based on the data findings, it can be said that the high pay for nurses in the inpatient installation at RST Dompot Dhuafa motivates them to work hard and cover their living expenses.

According to the study's findings, nurses who performed poorly performed worse than those who performed well, with 84% of nurses performing poorly and 16% performing well (Adiyatma, 2017). This study supports that of Saleng (2018), who found that nurses perform poorly in 22.2% of cases and well in 77.8% of cases (Saleng, 2015). Based on the statistical findings, it can be said that the nurses in the RST Dompot Dhuafa Bogor inpatient installation perform well because they will boost motivation and service quality in the hospital's inpatient installation, giving patients and their families a sense of fulfillment. Good performance of nurses in inpatient installations will improve the quality of service and have a positive impact on the sustainability of the hospital.

Table 2. The Relationship between Job Promotion, Responsibility, and Salary with Nurse Performance in the Inpatient Installation at RST Dompot Dhuafa Bogor in 2023

Variable	Nurse Performance				Total		p-value
	Not Good		Good		n	%	
	n	%	n	%			
Job Promotion							
Not Good	13	44.8	16	55.2	29	100	0.226
Good	18	31.6	39	68.4	57	100	
Responsibility							
Not Good	21	61.8	13	38.2	34	100	0.000
Good	10	19.2	42	80.8	52	100	
Salary							
Low	9	47.4	10	52.6	19	100	0.244
High	22	32.8	45	67.2	67	100	

The Relationship between Job Promotion and Nurse Performance in Inpatient Installations at RST Dompot Dhuafa Bogor in 2023

Job promotion is a transfer of power from the previous one to a higher level, it means that nurses have greater responsibility for the position and their performance is carried out more optimally. The higher the position, the higher the duties and authority the nurse has so that it will make the nurse's performance better (Saleng, 2015). There is no correlation between job advancement and nurse performance in the inpatient installation, according to the analysis's findings in Table 5.7 (p-value 0.226). This study is consistent with research by (Chandra, 2018), who found that a hospital's job promotion is a way to recognize, reward, or recognize nurses in inpatient facilities who perform well and keep getting better (Absah, 2021).

The promotion of nurse positions in the inpatient installation at RST Dompot Dhuafa Bogor can be concluded based on the statistical results. While the research on job promotion does not show a relationship with nurses' performance, it is one of the factors that can help nurses perform even better because a good promotion can help nurses perform better and provide patients with good care. Job promotion can also increase the productivity and motivation of nurses to provide services and the performance carried out is always good so that it will have a positive impact on the hospital.

The Relationship of Responsibility with Nurse Performance in Inpatient Installations at RST Dompot Dhuafa Bogor in 2023

Responsibility is an attitude that every nurse must have. Nurses do their work voluntarily and dare to take the risks they have done in their work when nurses have a sense of responsibility in themselves. Nurses are also required to be responsible for all their actions when carrying out their duties (Nabila Khoirun Nisa, 2020). There is a substantial correlation between responsibility and nurse performance in the inpatient installation, according to the analysis results in Table 5.8 (p-value 0.000). This study supports the finding of Gultom (2018) that there is a significant correlation between responsibility and nurse performance (p-value 0.003) (Gultom, 2018). When a nurse has responsibility, their performance can improve and they will be able to meet the goal of requiring high responsibility. The study also supports Prathama's (2017) finding that there is a p-value of 0.001 for the relationship between responsibility and nurse performance, indicating that increased responsibility among inpatient nurses will improve their performance when delivering healthcare services (Pratama, 2017).

According to the statistical findings, there is a correlation between responsibility and nurse performance, which means that good performance by nurses must also be accompanied by good responsibility because good responsibility will lead to good performance, where the nurse can perform tasks on time, in

accordance with the type of work, take responsibility for mistakes, and carry out their duties professionally. This will result in good performance and positively affect the hospital's ability to continue providing services.

The Relationship between Salary and Nurse Performance in Inpatient Installation at RST Dompot Dhuafa Bogor in 2023

A salary is a form of payment when the nurse has done the work and achieved the goals determined together, the salary is usually done or given in a period per month (Gultom, 2018). Salary can also have a good impact on nurses' performance, if the salary paid is in accordance with the work done by the nurse, then the salary that the nurse will receive, the nurse will feel satisfied and be able to meet the needs of life (Aswat, 2010). There is no correlation between nurse performance in inpatient installations and compensation, according to the findings of the analysis in table 5.9 (p-value 0.244). The results of this study are consistent with those of Husnayain and Andayani (2019), who found that nurses in inpatient facilities earn high salaries and that most nurses are content with their pay. This suggests that there is no correlation between pay and nurse performance (p-value 0, 763) (Ihdal Husnayain, 2019).

Based on the statistical findings, it can be said that the nurses' salary at RST Dompot Dhuafa Bogor's inpatient facility is adequate to support their welfare and cover their daily expenses, as well as to boost their motivation when they perform well when caring for patients. When nurses' rights are upheld through compensation, they will improve hospital healthcare performance and productivity.

CONCLUSION AND SUGGESTIONS

The findings of the study, data analysis, and discussion of the relationship between motivation and nurse performance in the inpatient installation at RST Dompot Dhuafa Bogor in 2023 indicate that there is no correlation between job promotion and nurse performance, that responsibility and nurse performance are significantly correlated, and that there is no correlation between salary and nurse performance in the inpatient installation at RST Dompot Dhuafa Bogor in 2023. Hospitals should establish rules, policies, or programs pertaining to discipline in services based on the research's findings so that nurses can foster a sense of more accountability for them. Hospital nurses' job motivation and performance might be enhanced by these factors.

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