



## THE INFLUENCE OF MOTIVATION AND WORK STRESS ON THE PERFORMANCE OF NURSES

Verayanty Sitanggang<sup>1\*</sup>, Arlina Nurbaity Lubis<sup>2</sup>, Etti Sudaryati<sup>3</sup>

<sup>1</sup>Master of Nursing Student, Faculty of Nursing, Universitas Sumatera Utara, Jl. Prof. T. Maas No.3, Kampus, Padang Bulan, Medan, Sumatera Utara 20155, Indonesia

<sup>2</sup>Faculty of Economics and Business, Universitas Sumatera Utara, Jl Prof T. M. Hanafiah, SH Kampus USU, Padang Bulan, Medan, Sumatera Utara 20155

<sup>3</sup>Faculty of Public Health, Universitas Sumatera Utara, Jl. Universitas No.32, Padang Bulan, Kota Medan, Sumatera Utara 20222, Indonesia

\*[verayantysitanggang@gmail.com](mailto:verayantysitanggang@gmail.com)

### ABSTRACT

Nurses have a professional obligation to care for patients in various conditions, including during the COVID-19 pandemic. Carrying out health services in hospitals is very necessary to achieve optimal performance. This study aims to analyze the influence of work motivation and work stress on the performance of nurses in Medan City Hospital type B. The study was cross-sectional. 133 nurses were involved using total sampling. Data were collected using the work motivation questionnaire. Data were analyzed using the Pearson relation test and the multiple linear regression. The results show that there is an influence of work motivation on the performance of executive nurses at Medan City Hospital ( $\alpha=0.035$ , p-value  $<0.05$ ) and there is an influence of work stress on the performance of executive nurses at Medan City Hospital ( $\alpha=0.040$ , p-value  $<0.05$ ). The research results based on the results of multiple regression tests show that there is a significant influence between work motivation and work stress on the performance of implementing nurses in Medan City private hospitals ( $\alpha=0.000$ ).

Keywords: nurse; performance; work motivation, work stres

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### INTRODUCTION

Nurses have a professional obligation to care for patients in various conditions, including during the Corona Virus Disease (COVID-19) pandemic (Yanti et al., 2020). Even though they must carry out their duties and must be professional in carrying out their profession to provide services to patients during the pandemic, many nurses have concerns about their work and the impact on themselves, and there are often conflict situations among nurses during the pandemic which are often called logistical issues and which affect availability personal protective equipment (Xie et al., 2020). Despite nurses having concerns and experiencing conflict situations, they must continue to provide professional and good service. Good service cannot be separated from the commitment of nurses to provide good service to patients (Molina-Mula & Gallo-Estrada, 2020). Nurses are one of the health workers. Health workers as human resources in carrying out health services in hospitals are an important resource and are needed to achieve optimal performance (El-Gazar & Zoromba, 2021).

Nurse performance is the activity of nurses in implementing their authority, duties, and responsibilities as well as possible to achieve the goals of the main tasks of the profession and the realization of the goals and objectives of the organizational unit (Julnes et al., 2022). Nurse performance can be evaluated using nursing practice standards which can explain the quality of nurses' work (Pouresmail et al., 2023). Improving performance in a hospital is a reflection of the seriousness of various parties, including nurses, in carrying out the nursing process for patients optimally. The decline in nurse performance can be influenced by several factors, especially the work motivation factor of the nurse herself (Kwame & Petrucka, 2021). The existence of motivation as a potential factor influencing organizational performance in providing medical services is very substantial, that motivation is part of a process that can increase or decrease an individual's desire and commitment to achieve personal and organizational goals through motivation (Chmielewska et al., 2020). Good motivation will produce good performance, but creating good work motivation cannot be separated from the factors that influence it. A supportive work atmosphere or environment, the influence of good colleagues, and leaders who always give appreciation will create a motivating atmosphere that has a good impact on nurses' performance results (Zhenjing et al., 2022).

The results of previous research show that the majority of nurses' work motivation in Bali during the pandemic was good, namely 52.8% and 47.2% were poor. These results indicate that the comparison of nurses' motivation with good and poor motivation is very small. One factor that can reduce motivation is workload (Yanti et al., 2020). Nurses in hospitals are required to have the will and ability to develop their skills and knowledge to provide friendly, polite, and quality service to patients because the service provided by nurses will determine whether a hospital's image is good or not. However, on the other hand, the high workload, low rewards received and the increasing number of patients with various diseases cause work stress in nurses (Atik & Katmini, 2022).

Meanwhile, several other studies examining work stress during the pandemic show that 55% of health workers experience stress due to COVID-19 (Hasmy & Ghozali, 2022). Another study conducted by Sudaryanti and Maulida (2022) found that all professional staff in hospitals were at risk of stress, but nurses had higher stress. Rosyanti and Hadi (2020) stated that stress-related reactions experienced in hospitals include changes in concentration, irritability, anxiety, insomnia, reduced productivity, increased exposure, fear of transmitting COVID-19, feelings of failure in dealing with a poor prognosis, facilities inadequate techniques, personal protective equipment, tools, and equipment to help care for patients. Therefore, this study aims to determine the effect of work motivation and work stress on the performance of nurses in type B hospitals in Medan City.

## **METHOD**

The study is quantitative using a cross-sectional approach. The study was carried out at the Medan City Private Hospital with type B. The reason the researcher chose this hospital as the study location was based on the consideration that a similar study had never been conducted on work stress, work motivation, and nurse performance at the Medan City General Hospital and it was a Type B hospital that treats COVID-19 patients. The sample of this study was 133 people using total sampling. Researchers adopted work motivation research instruments from research by Yanti et al. (2020). The validity of the Work Motivation Questionnaire has been tested with a value of  $r_{count} 0.187-1 > r_{table} 0.1409$  and reliability with Cronbach's Alpha 0.770. The work stress and performance instrument was adopted from Nasriati's (2020) research with the validity test results  $r_{count} > r_{table} (0.361)$  and for the reliability test, it had a Cronbach's Alpha value  $> 0.7$ . The statistical tests used are Pearson relation and multiple

logistic regression. This study has received ethical approval from the Research Ethics Commission of the Faculty of Nursing, Universitas Sumatera Utara No.455/KEP/USU/2021.

**RESULTS**

Table 1.  
Respondent characteristics (n= 133)

Variable	f	%
<b>Age (years)</b>		
Late teens (17-25 yeras)	36	27,10
Early adulthood (26-35 years)	81	60,90
Late adulthood (36-45 years)	16	12,00
Mean±SD	29.20±4.65	
Max-min	42-22	
<b>Gender</b>		
Wome	98	73,70
Man	35	26,30
<b>Educational</b>		
Diploma 3 Nursing	78	53,60
Bachelor Nursing/Ners	55	41,40
<b>Work experience (Diploma 3 Nursing)</b>		
Clinical nurse 1	39	50,00
Clinical nurse 2	35	44,90
Clinical nurse 3	4	5,10
<b>Work experience (Bachelor Nursing/nursing)</b>		
Clinical nurse 1	25	45,50
Clinical nurse 2	24	43,60
Clinical nurse 3	5	9,10
Clinical nurse 4	1	1,80
<b>Marital status</b>		
Not married	72	54.10
Married	61	45.90
<b>Income</b>		
Rp1.000.000-Rp2.000.000	3	2,30
Rp2.000.000-Rp3.000.000	34	25,60
>Rp3.000.000	96	72,20

Table 2.  
Distribution of work motivation, job stress, and performance (n=133)

Variable	f	%
<b>Work motivation</b>		
Less	82	61,70
Good	51	38,30
Mean±SD	14,83±3,39	
<b>Work stress</b>		
Mild	28	21,10
Moderate	80	60,20
Severe	25	18,80
Mean±SD	14,83±3,39	
<b>Performance</b>		
Poor	10	7,50
Good	123	92,50
Mean±SD	35.13±6.90	

Table 1 shows that the majority of respondents are early adults (60.90%) with an average age of 29 years and the majority are female (73.70%). The majority had a Diploma 3 education in Nursing (58.60%), while the work experience of respondents with a Diploma 3 education in Nursing was the majority of clinical nurses 1 amounting to 50% of 78 people. The majority of respondents who have a bachelor's degree in nursing/nursing experience are clinical nurses 1

at 45.50%, followed by clinical nurses II at 43.60%. Based on marital status, the majority of respondents are unmarried (54.10%) with the majority of respondents' income being above three million rupiah with a percentage of 72.20%.

Table 2 shows that the majority of respondents have less work motivation (61.70%) and the average work motivation of respondents is 14.83. The majority of respondents have moderate work stress (60.20%) and the average work stress of respondents is 16.74. The majority of research respondents have good performance (92.50%) and the average performance of respondents is 35.13.

Table 3.

Analysis of work motivation and work stress with the performance of executive nurses

Variable	Nurse performance		Total	p-value
	Poor	Good		
Work motivation				0,035
Less	5	77	82	
Good	5	46	52	
Work stress				0,040
Mild	4	24	28	
Moderate	6	74	80	
Severe	0	25	25	

Table 3 shows that there is an influence of work motivation on the performance of executive nurses at Medan City Hospital ( $\alpha=0.035$ , p-value  $<0.05$ ). The study also shows that there is an influence of work stress on the performance of executive nurses at Medan City Hospital ( $\alpha=0.040$ , p-value  $<0.05$ ).

Table 4.

Simultaneous regression test analysis

Model	Standardized coefficients (B)	p-value	R	R-Square
Constanta	1.825	0.000	0.959	0.919
Work motivation	.049			
Work stress	-.0165			

Table 4 shows that there is a significant influence between work motivation and work stress on the performance of implementing nurses at Medan City Hospital ( $\alpha=0.000$ ). The coefficient of determination value is 0.91, indicating that the proportion of influence of work motivation and work stress on performance is 91%, while the remaining 9% is influenced by other variables that are not in the linear regression model. Based on the results of the multiple logistic regression test, it was found that the variables work motivation and work stress had a strong influence with a value of  $R=0.959$  on nurse performance.

## DISCUSSION

Work motivation is a set of individual needs that need to be satisfied so that they need to be encouraged, and triggered which causes the individual to carry out a series of jobs to satisfy himself (Bunteng, 2022). The research results showed that the majority of research respondents had poor work motivation (61.70%) and 38.30% had good motivation. The results of this study are not in line with research conducted by Yanti et al. (2020) who found that the majority of nurses' work motivation during the COVID-19 pandemic was in the good motivation category, 52.8%. Nurses have a professional obligation to care for patients in various conditions, including pandemic conditions. Despite their professional obligations, many nurses have concerns about their work and its impact on themselves. Work motivation can be influenced by various factors, both positive and negative, which will be used to initiate behavior that influences work, determining its form, intensity, and duration (Diem Vo et al., 2022). Work motivation is an internal process in an individual's acceptance of clear stimuli

from the environment combined with internal conditions (Dagne et al., 2015).

Work stress is a feeling of pressure experienced by employees when facing work (Iskamto, 2021). Work stress is a factor that can put pressure on productivity and the work environment and can disturb individuals. The research results showed that the majority of research respondents experienced moderate stress with a percentage of 60.20%. These results are in line with research conducted by Oktari et al. (2021) which found that hospital nurses experienced moderate levels of work stress during the pandemic. Meanwhile, another study conducted by Puspitasari et al. (2021) stated that almost half were at very severe levels of stress. Factors causing stress can be caused by workload, fear of being infected with COVID-19, negative stigma due to being a virus carrier, and being far from family. Job stress is associated with work and is associated with adverse impacts on physical condition and psychological well-being. Several things that can cause stress in health workers are due to various increasing pressures that they have to face, such as pandemic conditions (Lai et al., 2020).

The nursing staff is one of the health workers who play an important role in improving health status in various situations. Health workers who work responsibly, disciplinedly, and responsibly and comply with regulations will contribute to positive performance. Nurse performance can be influenced by several factors that can increase or decrease nurse performance (Pouresmail et al., 2023). The current COVID-19 pandemic situation is a reflection of how the performance of health workers should be appreciated because their work responsibilities are currently very large. The requirement for good performance for health workers is appropriate competency. Several factors that can influence performance during a pandemic include additional workload for nurses, a reduction in the number of nurses due to rotation, and the need for increased psychological support for nurses (Inayah et al., 2020). The study shows that there is an influence of work motivation on nurse performance ( $\alpha=0.035$ ), which means that the higher the work motivation, the better the performance of a nurse. The results of this research are in line with several previous studies that say that there is a significant influence between work motivation and nurse performance (Mohamad As'ad Efendy & Mega Puspita, 2023; Novita et al., 2022).

During the pandemic, nurses in the COVID-19 patient ward at the Kendari Hospital, even though there were still hopes that had not been met, the nurses were able to work well, because they felt proud of the nursing profession which could help other people. Apart from that, there is an attitude of mutual respect, good cooperation, and a sense of belonging between professional colleagues in terms of work, so that work becomes easier. In serving patients, good cooperation is needed, because serving patients cannot be done alone. The cooperation shown can be seen from the division of morning, afternoon, and night shifts so that in serving patients the care can be continuous (Hakman et al., 2021). Zhang et al. (2016) stated that empirically it can be traced the influence of intrinsic and extrinsic motivation on performance which can be concluded that if intrinsic and extrinsic motivation is high then the performance of students will also increase. Even during the COVID-19 pandemic, nurses' work motivation and performance must be maintained even though work motivation can change during the pandemic.

The work stress experienced by health workers in this study arises because the work demands are very high and exceed the individual's ability to do this so a reaction will emerge from the individual which is shown in his behavior. The research results show that there is a significant influence between work stress and nurse performance ( $\alpha=0.040$ ). The results of this study are

in line with previous research stating that there is a significant influence between work stress and nurse performance (Faeni et al., 2023). In line with a study conducted by Hakman et al. (2021), there is an influence of work stress on the performance of nurses for COVID-19 patients at the Kendari City Regional Hospital. In this study, it appears that there is a tendency for nurses who have mild work stress will have good performance. This can be interpreted as that nurses in 3 patient care rooms COVID-19 Kendari City Hospital predominantly have light work stress. In line with previous studies during the COVID-19 pandemic, COVID-19 team nurses had to be agile and skilled because the activities carried out were so large, especially as the number of patients could not be predicted, so health workers and employee staff were always available at any time, especially with the limited Personal Protective Equipment (PPE) in handling COVID-19 patients, causing work stress for nurses working in the COVID-19 unit. The work stress of COVID-19 team nurses is also faced with awareness of the risk of exposure to COVID-19 disease so carefulness and accuracy in acting in nursing services are highly prioritized (Carolina, 2023).

The results of the regression test analysis show that work motivation and work stress have a significant simultaneous effect on the performance of nurses in hospitals during the COVID-19 pandemic. This shows that the research hypothesis regarding work motivation, and work stress simultaneously has a significant effect on the performance of nurses in hospitals during the COVID-19 pandemic. The results of this research are in line with research conducted by Sipatu (2019) which found that work motivation, work environment, and work stress influence the performance of nurses in inpatient rooms. A similar study conducted by Andriani et al. (2020) stated that work stress, and work motivation, both simultaneously and partially, influence nurses' performance. The results of the research above show that each variable studied has a positive effect on improving nurses' work. Work motivation is one of the factors that can influence nurse performance and can increase nurse morale to carry out many tasks in any situation. Based on the results of the regression analysis, it was found that the work motivation variable showed a positive direction of 0.49, so the higher the work motivation, the higher the nurse's performance.

Work stress is also a factor that influences performance. The research results showed that work stress showed a negative direction of -0.36, so the higher the level of work stress, the lower the nurse's performance. During the Covid 19 pandemic, nurses in carrying out their duties were vulnerable to stress because nurses had direct contact with humans or patients. This direct contact can increase the risk of infection with infectious diseases so nurses' stress can increase because the risk of transmitting the Covid 19 disease is not to themselves, but they also think that it will later infect the family in their house. In carrying out their duties and work, nurses are vulnerable to stress. A nurse is required to always be professional and qualified in providing services to patients. The increasing task demands faced by nurses can increase stress. Nurses are faced with various problems that various patients complain about, relationships with colleagues and superiors that are not well established, heavy workloads, in inpatient rooms where the work is complex and monotonous, coupled with the demands of tasks that must be achieved, so In carrying out their duties and work, nurses are vulnerable to stress. Work stress can be interpreted as a condition resulting from an individual's subjective appreciation and the work environment which can threaten and put pressure psychologically, physiologically, and on the individual's attitude (Tumarni et al., 2022).

The results of research based on regression tests on the stress dimension show that psychological symptoms show the highest stress value. This shows that research respondents at work often feel tense and anxious compared to other dimensions of stress. The increasing

workload during the COVID-19 pandemic was due to the continued increase in the number of patients exposed to COVID-19. This can certainly cause work stress for nurses due to the increased workload. This is in line with research conducted by Haryanti et al. (2013) showing that there is a relationship between workload and work stress experienced by nurses, where the more the workload increases, the more stress it causes. The availability of PPE for nurses to carry out their duties is an important factor that triggers stress in these nurses. According to Sari (2021), personal protective equipment is a major problem for health workers, especially with the increasing number of COVID-19 cases. Because the availability of PPE will affect 52 nurses' feelings of concern about personal and family safety (SG et al., 2023). Based on the results of the research that has been carried out, the researchers obtained updated knowledge, namely the researchers obtained the results that the stress of nurses in the moderate category experienced by research respondents did not affect performance, where nurses always showed good performance even though they felt stressed during the pandemic and nurses' motivation was also moderate. affect performance. Nurses continue to provide and demonstrate good performance in any situation and condition.

## **CONCLUSION**

Work motivation and work stress have a significant effect on the performance of implementing nurses at Medan City Private Hospitals. The research results based on the results of multiple logistic regression statistical tests show that the extrinsic motivation variable has a more significant influence on the performance of implementing nurses at Medan City Private Hospitals.

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