



ANALYSIS OF THE LEVEL OF WORK MOTIVATION RELATED TO NURSE PERFORMANCE

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ABSTRACT

Nursing services in hospitals are one of the determining factors in the quality of hospitals in the community, therefore every effort to improve the quality of hospital services must be accompanied by efforts to improve the quality of nursing services. Considering the important role of nurses in carrying out their duties, nurses are required to further improve their abilities and performance and to improve this performance work motivation is needed. This research aims to determine the relationship between work motivation and nurse performance at RSUD dr. Adjidarmo Lebak Banten. This research used a correlational descriptive design with a cross sectional approach with 114 nurse respondents. Data were collected using two questionnaires, The Motivation at Work Scale (MAWS) to measure work motivation levels and The Nursing Performance Instrument (NPI) to measure levels of nurse performance, the data are taken at the same time. There is a relationship between work motivation and nurse performance in nurses at RSUD dr. Adjidarmo Lebak Banten, proven by the p-value of 0,003. There is a relationship between work motivation and nurse performance, it is hoped that health service institutions can increase nurses' work motivation as a need for self-actualization, so that it can encourage individuals to carry it out well.

Keywords: nurse; nurse performance; work motivation

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INTRODUCTION

Health services are every person's right guaranteed in the 1945 Constitution of the Republic of Indonesia which must be realized by efforts to increase the highest level of public health (Maydinar et al., 2021). Hospitals as a health service institution must be responsive and productive in meeting service needs. In general, it can be said that the more perfect a health service, the more perfect its performance. This can be realized through the quality of professional health human resources as health service providers (Kaya et al., 2022). Health Human Resources are health workers and health support workers who are involved and work and devote themselves to efforts to improve health status and health management, one of which is nurses (Syahdilla & Susilawati, 2023). Nurses provide comprehensive and professional health care services to healthy and sick individuals to meet biopsychosocial and spiritual needs (Zulani et al., 2022). Nursing services in hospitals are one of the determining factors in the quality of hospitals in the community, so that every effort to improve the quality of hospital services must be accompanied by efforts to improve the quality of nursing services, one of which is by increasing the performance of nurses (Asda et al., 2020).

Performance refers to the ability of an individual or group to carry out assigned tasks effectively, achieve optimal results, and adhere to prescribed roles and responsibilities (Widyasari, 2024). Nurse performance refers to the activities carried out by a nurse in

providing nursing care to patients (Melissa et al., 2020). This requires the implementation of pre-established plans and interventions with the aim of optimizing patient well-being (Alharbi et al., 2024). Realizing the importance of nursing responsibilities, nurses must improve their skills and improve their overall performance. To improve performance, work motivation needs to arise (Maydinar et al., 2021). Motivation functions as a force that drives individuals towards achieving certain goals, as well as fostering high enthusiasm for work. This increased motivation will make individuals work optimally (Hasan et al., 2021). Improving the performance of nurses in providing nursing services in a hospital environment, with a focus on ability and high work motivation, is an important need (Kohnen et al., 2024). Work motivation plays an important role in shaping the performance of nurses in hospitals and effectively supports the implementation of their duties and responsibilities in providing nursing services (Nursalam et al., 2020). Increasing high work motivation and good performance will have an impact on the quality of health services and a positive image in society and can reduce absenteeism and turnover (Salsabila & Jayanegara, 2025). Therefore, researchers are interested in examining the relationship work motivation and nurse performance. That the aim of this research is to analyze the relationship between work motivation and performance of nurses at Dr Adjidarmo Hospital Lebak Banten.

METHOD

This research is quantitative research with a cross sectional design. This study was conducted in January 2025. The population in this study were nurses who worked at Doctor Adjidarmo Hospital, Lebak Regency, Banten Province. The sampling technique in this study uses convenience sampling, which is sampling based on the availability of elements and ease of obtaining them. The sample was chosen because the sample was available at the right place and time. The total sample in this study was 114 people. The concept in this research aims to find the relationship between the independent variable, namely work motivation, and the dependent variable, namely nurse performance.

The instrument used to measure the level of work motivation in the research is The Motivation at Work Scale (MAWS). This questionnaire was developed by Gagné et al., (2010), MAWS consists of four domains including intrinsic motivation, identification of regulations, introjection of regulations, external regulations which consists of 12 questions. In this study, respondents will be asked to provide an assessment of themselves using a Likert scale ranging from 1 to 7 (1) not at all, (2) very little, (3) a little, (4) moderate, (5) strong, (6) very strong, and (7) exactly. The range of scores on this MAWS instrument is from a score of 12-84, the higher the score, the higher the level of work motivation of the nurse. The MAWS has a total reliability coefficient ranging from 0.81 – 0.89 and subscale coefficient values ranging from 0.69-0.89. While the instrument used to measure nurse performance in this study is using The Nursing Performance Instrument (NPI). This questionnaire was developed by Sagherian et al., (2018). The NPI consists of nine items on a 6-point Likert scale (1) strongly disagree, (2) disagree, (3) slightly disagree, (4) slightly agree, (5) agree, and (6) strongly agree. These items address physical, mental, and general tasks of performance during a work shift. The range of scores on this NPI instrument is from a score of 9-54 with higher item mean scores indicating higher nursing performance. The Cronbach's alpha in our sample (N = 797) for the total scale was .80. The data analysis used is univariate and bivariate analysis. The univariate test was carried out on the characteristics of the respondents, the independent variable and the dependent variable. The results of the analysis can be in the form of a display of the frequency distribution, percentage, mean, median and mode. Bivariate analysis was carried out on two variables that were thought to be correlated or related. The bivariate analysis used in this research is Pearson Correlation.

RESULT

Univariate Results

Respondents were observed at dr. Adjidarmo hospital, Located Lebak Regency, Banten Province, using descriptive methods and a quantitative approach of 114 respondents. In the column below, the results of univariate analysis of the data will be described including demographic characteristics of respondents, the frequency distribution of work motivation levels and the frequency distribution nurse performance.

Table 1.

Respondent characteristics (n= 114)

Respondent characteristics	f	%
Gender		
Male	30	26,3
Female	84	73,7
Age		
21 - 30 years	3	2,6
31 - 40 years	79	69,3
41 – 60 years	32	28,1
Educational background		
Diploma	56	49,1
Bachelor	57	49,9
Magister	1	1
Length of working		
< 1 Tahun	1	0,9
1 - 5 Tahun	9	7,9
6- 10 Tahun	6	5,3
> 10 Tahun	98	86

Table 1, The majority of nurses are females, with a total of 84 people (73,7%). In the age range category 31 - 40 years, while 79 people (69,3). The last education of the majority was found to be 57 respondents (49,9%) with Bachelor. The majority respondents working duration of > 10 years was 98 respondents (86%).

Table 2.

Distribution analysis of work motivation level and nurse performance of respondents (n= 114)

Variable	Mean ± SD	Minimum- Maksimum
Work Motivation	61,18 ± 11,157	42 - 84
Nurse Performance	40,24 ± 5,187	29 - 54

Table 2, for the total score of the average level of work motivation 61,18 (SD = 11,157 ; range 42 – 84) while for the total score the average level of nurse performance is 40,24 (SD = 5,187 ; range 29 - 54).

Bivariate Result

Cross tabulation results of work motivation levels and nurse performance.

Table 3.

The relationship between work motivation and nurse performance (n=114)

Variable	Nurse performance	
	P-value	Correlation Coefficient
Work Motivation	0,003	0,278**

The results of the Pearson statistical test on nurses in RSUD dr. Adjidarmo Hospital showed a p value = 0.003. Therefore, it can be concluded that a correlation exists between work motivation and the nurse performance.

DISCUSSION

In this study, the majority of nurses were female, 84 people (73.7%), several studies showed that men and women generally have the same abilities in learning, remembering, reasoning ability, creativity and intelligence. The differences found were consistent in terms of absenteeism and leadership style. Women tend to have higher rates of absenteeism than men (Gunawan et al., 2019). The nurses in this study were mostly in the age range of 31 - 40 years as many as 79 people (69.3%). Age is closely related to a person's level of maturity. Workers aged 20-30 years have relatively lower work motivation compared to older workers because young workers are more likely to experience disappointment at work (Priyantini & Ayatulloh, 2023). Based on previous research, it appears that nurses in their early years of work tend to deepen their work more deeply. This is proven by the high turnover intention of junior nurses in hospitals (Labrague et al., 2020). Adult respondents already have a level of technical and psychological maturity in carrying out tasks which will show their mental maturity which influences the work motivation of nurses in hospitals (A.O.Ojetunde, 2021). The work motivation of nurses is related to the age of the nurse working. Mature nurses tend to be more loyal to hospitals than new nurses because they are more likely to find comfortable work and pay appropriate salaries (Priyantini & Ayatulloh, 2023). Nurses who are of productive age and have potential are hospital assets if they can be managed well in relation to increasing work productivity which will ultimately improve the quality of service (Gunawan et al., 2019).

Nursing education in this research is mostly nurse Bachelor, 57 people (49,9%). A person's education will influence his ability to fulfill his needs according to his level of fulfillment of various needs which in turn will influence work motivation (Handayani et al., 2024). Further analysis concluded that nurses with a bachelor's degree had a greater chance of doing better work than those with a diploma (Kurniawati, 2023). Nurses with better education have The quality of work is better, this is because nurses have it better education and skills will increase self-confidence make the impact of its performance on patient care be more effective (Hairunnisa & Ali, 2022). Based on the research results, it is known that the majority of nurses' work experience is > 10 years as many as 98 people (86%). Further analysis shows that the longer nurses work, the better their performance will be. Someone who works longer hours will be more skilled and experienced in doing their job. (Syahdilla & Susilawati, 2023). Nurses who have longer working experience will have an impact on the increase motivation, apart from that motivation can be obtained from a sense of recognition and attention from friends and superiors towards his job (Jabagi et al., 2019). Nurses' motivation to improve their performance is related to their latest level of education and work experience. Nurses will show better performance if their education level is higher and they have more experience (Kurniawati, 2023) .

The results of statistical analysis of nurses' work motivation mostly show good motivation (61.18%), Based on the results of bivariate analysis using Pearson correlation, it shows that there is a significant relationship between work motivation and nurse performance with value ($p\text{-value} < 0.05$). The results of this study show that there is a significant relationship between work motivation and nurse performance with a positive relationship direction and strong relationship strength. This research is in line with the results of research conducted by Gunawan et al., (2019) and Priyantini & Ayatulloh, (2023) which stated that there is a significant relationship between work motivation and nurse performance. High motivation can influence performance because they will enjoy their duties in serving patients. Nursing professionals tend to be motivated by two factors, namely intrinsic and extrinsic motivation (Asda et al., 2020). Intrinsic motivation has a relevant influence on nurse performance and is a natural form of motivation that can increase nurses' interest in carrying out their duties. If managers can appreciate what motivates workers, it will have an impact on maximum

performance results (Zainaro et al., 2021). Apart from that, the high external motivation provided by the hospital can certainly increase the encouragement or desire of nurses to work even harder (Sultan & Yuly Peristiowati, 2023). On the other hand, external motivation provided by hospitals that is low or less supportive can reduce nurses' enthusiasm or desire to work harder (Wigatama et al., 2020). In the future, external motivation needs to be maintained and increased by hospital leaders by holding regular training, workshops and socialization of Standard Operating Procedures (Ariko & Sumarni, 2021).

Work motivation is one of the factors that determines a person's performance (Utami et al., 2024). The size of the influence of a person's work motivation depends on how much intensity of motivation is given (Priyanti et al., 2024). In the study of internal motivation components, it was found that some respondents had high motivation because most nurses were responsible for the tasks given (Priyantini & Ayatulloh, 2023). Working nurses need to pay attention to providing external motivation, nurses will even be motivated to work well if at work they receive attention from friends and superiors (Zubaedah & Prasetyo, 2023). Motivation in nurses needs to be directed, raised and stimulated such as being given rewards to further increase work motivation so that nurses' work motivation becomes better (Prima, 2020). Work motivation creates an attitude that encourages nurses to provide the best service so that they can do their work optimally. Motivated nurses will provide maximum service to patients (Sitanggang et al., 2024). Motivation is needed to improve service quality. Increasing motivation is an important part of human resource management and an important factor in improving performance (Yuniar et al., 2024). Increasing nurse performance will improve the image of nurses. Motivation and good performance will improve the quality of hospital services and patient satisfaction (Ariko & Sumarni, 2021).

This research emphasizes motivation as the need for achievement, the need for influence, and the need for affiliation. The need for achievement can encourage individuals to carry out their duties well. This is because nurses with a high need for achievement are oriented towards the successful completion of tasks with careful calculations (Hairunnisa & Ali, 2022). Based on this theory and analysis, it can be seen that the better the motivation the nurse has, the better the nurse's performance will be. Vice versa, the worse the nurse's motivation, the worse the nurse's performance will be (Handayani et al., 2024). The achievement of nurse performance is strongly supported by the work motivation of nurses, this is because there is attention to improving the performance of nurses in providing health services in hospitals which is based on high work ability and motivation and is a very basic demand (Zulani et al., 2022). If this matter does not receive enough attention and is left without proper handling, it is feared that it will have an impact on the success of improving the quality of health personnel resources, especially in the provision of health services in hospitals (Hasan et al., 2021).

CONCLUSION

Improving the performance of nurses is an important factor that determines the quality and quality of hospitals. Apart from that, nursing services will have an impact on patient safety and recovery. To improve nurse performance, it must be accompanied by high work motivation.

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