

## THE RELATIONSHIP BETWEEN MOTIVATION AND PERFORMANCE OF IMPLEMENTING NURSES IN PROVIDING NURSING CARE AT TUAN RONDAHAIM REGIONAL HOSPITAL PAMATANG RAYA SIMALUNGUN REGENCY

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### ABSTRACT

Motivation based on Maslow's theory of needs consists of physiological needs, a sense of security, belonging, self-esteem and self-actualization. Nurse performance starts from assessment, diagnosis, planning, implementation and evaluation. This study aims to determine the relationship between motivation and the performance of implementing nurses in providing nursing care at the Tuan Rondahaim Pamatang Raya Regional General Hospital (RSUD), Simalungun Regency. This research method is descriptive correlative, where the population of inpatient nurses is 35 people, the sampling technique is done by total sampling. Data collection was carried out in May 2014 using a questionnaire consisting of three parts, namely the first on demographic data, the second part on the motivational questionnaire and the third part in the form of nurse performance observation sheets. There was almost no difference in the motivation and performance of the implementing nurses where the percentage of good motivation was 48.6% and bad motivation was 51.4%. The majority of practicing nurses had a good performance of 57.1% even though there were 42.9% of nurses whose performance was not good. The results of the study showed that there was a relationship between motivation and the performance of implementing nurses with a value of  $p = 0.006 < 0.05$ . Further research is suggested to pay more attention to data collection methods so that the data obtained is more accurate and representative. The results of the study showed that there was a relationship between motivation and the performance of implementing nurses with a value of  $p = 0.006 < 0.05$ . Further research is suggested to pay more attention to data collection methods so that the data obtained is more accurate and representative. The results of the study showed that there was a relationship between motivation and the performance of implementing nurses with a value of  $p = 0.006 < 0.05$ . Further research is suggested to pay more attention to data collection methods so that the data obtained is more accurate and representative.

Keywords: *Motivation, Performance, Performance Appraisal, Implementing Nurse*

### 1. INTRODUCTION

The hospital is one of the sub-systems of the national health service system as a whole which functions to meet the primary needs of humans both as individuals, communities or nations which are useful for improving health status (Imron, 2010). Various processes carried out in hospitals in an effort to improve health status are carried out by various professions, ranging from medical, paramedical, and non-medical professions. The nursing profession, which is the spearhead of providing services in hospitals, should be given great attention and managed professionally, so as to be able to make a positive contribution to society and the progress of the hospital through increased performance (Muzakir, 2009). In providing nursing care and for the sake of efficiency and productivity,

Performance is the result of work that can be achieved by a person or group of people in an organization according to their respective authorities and responsibilities in an effort to achieve

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organizational goals legally, not violating the law, and in accordance with morals and ethics (Supriyanto and Ratna, 2007 in Nursalam, 2014). The performance of nurses is seen from the nursing care they provide starting from assessment, diagnosis, planning, implementation and evaluation. Performance is a world issue today, this happens as a consequence of people's demands for the need for excellent service or high quality service. Therefore, nurses are expected to be able to show their real professional contribution in improving the quality of nursing services,

Motivation is a human psychological characteristic that contributes to a person's level of commitment. This includes the factors that cause, channel, and sustain human behavior in a certain determined direction. Motivation is everything that drives someone to do something. Motivation is a feeling or thought that encourages someone to do work or exercise power, especially in behavior (Nursalam, 2014).

The concept of motivation is an important concept in the study of performance (Winardi, 2001). Therefore the researcher is interested in conducting research on the relationship of motivation with the performance of implementing nurses in providing nursing care at the Tuan Rondahaim Pamatang Raya Regional General Hospital, Simalungun Regency, so as to provide professional, wholehearted and affordable services, create a healthy work environment and harmonious.

### **1.1. Formulation of the problem**

Based on the description of the background, the formulation of the problem in this study is "Is there a relationship between motivation and the performance of executive nurses in providing nursing care at Tuan Rondahaim Regional General Hospital Pamatang Raya Simalungun Regency in 2014?".

## **2. RESEARCH METHODS**

### **2.1. Types and Research Design**

This research is a quantitative research with a correlation descriptive research design using a cross-sectional approach. This study aims to determine the relationship between motivation seen from Maslow's theory of needs (physiological needs, sense of security, belonging, self-esteem, self-actualization) with the performance of executive nurses in providing nursing care at Tuan Rondahaim Pamatang Raya Regional General Hospital, Simalungun Regency.

### **2.2. Location and Time of Research**

This research was conducted at the Tuan Rondahaim Pamatang Raya Regional General Hospital, Simalungun Regency, which is located at the SKPD Office Complex, Simalungun Regency. The researcher chose Tuan Rondahaim Pamatang Raya Regional General Hospital, Simalungun Regency as the research location because the Tuan Rondahaim Pamatang Raya Regional General Hospital, Simalungun Regency is a Regional Government hospital and is located in the capital of Simalungun Regency and has never conducted similar research at the Hospital. Regional General Tuan Rondahaim Pamatang Raya. This research was conducted in May 2014.

### **2.3. Population**

The population used in this study were all practicing nurses in the inpatient room of Tuan Rondahaim Pamatang Raya Regional General Hospital, Simalungun Regency, totaling 35 nurses.

### **2.4. Sample**

The sample is part of the population to be studied or part of the total characteristics possessed by the population (Hidayat, 2007). Based on the total population in this study, namely less than 100 people, the researchers took the entire population as samples in this study, the sampling technique used was total sampling, namely as many as 35 people.

### 3. RESULTS AND DISCUSSION

#### 3.1. Motivation

Motivation is an external condition that interacts to form an intrinsic response and stimulates individual behavior. This intrinsic response is driven by needs, desires and encouragement from within the individual. The emergence of a need deficiency will stimulate nurses to find ways and try to achieve organizational goals in an effort to meet these needs (Swansburg, 1999).

According to Maslow's theory, humans are motivated because they have many needs that must be met according to their level (Daft, 2006). The results of the univariate analysis obtained from the results of the study showed that there was almost no difference in the percentage of nurses who had good motivation of 46.8% and 51.4% of the implementing nurses who had sufficient motivation.

The results of the analysis of motivation are well supported by the analysis of the questionnaire items on physiological needs showing that the majority of the 52.8% of the implementing nurses never delay leave due to work reasons at the hospital. Handoko (2003) suggests that leave is included in meeting the physiological needs of nurses at work. Government Regulation of the Republic of Indonesia (1976) states that annual leave is 12 working days and can be extended by a maximum of 14 days. Tuan Rondahaim Pamatang Raya General Hospital provides 14 days of leave a year and nurses can use this leave at any time they want.

#### 3.2. Nurse Performance

Performance (work achievement) is the result of work in quality and quantity achieved by an employee in carrying out tasks in accordance with the responsibilities given to him (Mangkunegara, 2009). In line with the Ministry of Health (1998) which states that nurse performance is the performance of nurses in providing nursing services in the form of nursing care. Nursing care in this case includes: assessment, diagnosis, planning, implementation and evaluation. Based on the results of data analysis on the implementing nurses, it was found that 57.1% of nurses had good performance and 42.9% showed adequate performance.

Implementing nurses who have good performance can be seen from the questionnaire items where 60.5% of nurses perceive that they have made nursing care documentation properly and according to standards. MOH (2008) states that the nursing process is communicated by nurses in the form of nursing documentation. This documentation process is an important part of assessing nurse performance because any developments in the client's condition are communicated through nursing documentation.

#### 3.3. The Relationship between Motivation and Performance of Implementing Nurses

The concept of motivation is an important concept in the study of individual performance. In other words, motivation is an important determinant of individual performance. Based on the Spearman test, the value of  $p = 0.006 < 0.05$  was obtained. This shows that there is a relationship between motivation and the performance of implementing nurses at Tuan Rondahaim Pamatang Raya Regional General Hospital. This is in line with Wiwik's research (2008) which states that there is an effect of motivation on the performance of nursing care in the implementation and documentation of implementing nurses. Variable motivation has a contribution to the performance of nursing care performed by nurses. This is in accordance with the theory put forward by Gibson cited by Ilyas (1999), that motivation is a psychological variable related to performance.

Sihotang's (2006) study at the Doloksanggul General Hospital examined the relationship between work motivation and the performance of nurses in providing services to patients. Based on the descriptive data, the study showed that the performance of nurses was in the good category and more stated that increasing positions and achieving achievements would improve the performance of nurses.

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**4. CONCLUSION**

Based on the research conducted to determine the relationship between motivation and the performance of executive nurses at Tuan Rondahaim Pamatang Raya Regional General Hospital, the following conclusions can be drawn:

1. There was almost no difference in the motivation of the implementing nurses at Tuan Rondahaim Pamatang Raya Regional General Hospital. This can be seen from the percentage of implementing nurses who have good motivation as much as 48.6% and implementing nurses who have sufficient motivation as much as 51.4%.
2. The majority of practicing nurses had a good performance of 57.1% even though there were 42.9% of nurses who had sufficient performance while working at the Tuan Rondahaim Pamatang Raya Regional General Hospital.
3. The results showed that there was a relationship between motivation and the performance of implementing nurses at the Tuan Rondahaim Pamatang Raya Regional General Hospital with a value of  $p = 0.006 < 0.05$ . This means that the better the motivation of the implementing nurse, the better the nurse's performance will be. Vice versa, the worse the nurse's motivation, the worse the nurse's performance will be.

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