

RELATIONSHIP BETWEEN WORK MOTIVATION AND HEALTH SERVICE PERFORMANCE

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ABSTRACT

The hospital is one of the public health service facilities. Hospitals provide services according to the standards set by the government so that good service performance is expected to be achieved. Nurse performance assessment refers to nursing practice standards by PPNI 2000 including the stages of assessment, nursing diagnosis, planning, implementation and evaluation. High nurse work motivation is very supportive in improving better nurse performance in treating patients, so that they can achieve the goals that have been set. Quality nursing service performance can be demonstrated by quality nursing care which is characterized by competence and personal care supported by professionalism and delivered with an appropriate attitude.

This study aims to determine the relationship between the work motivation of nurses and the performance of nursing services in hospitals in the city of Bogor. The type of research used in this research is descriptive correlation research, the design used is cross sectional with purposive sampling technique. The research results obtained from 68 respondents the result is that there are 34 respondents (65.4%) with good work motivation and good service performance at the Marzoeki Mahdi Bogor Mental Hospital.

The results of the Chi square statistical test showed that the value of Sig. (2-tailed) is 0.030 which means H_0 is rejected and H_a is accepted because the p -value < 0.05 . so that it can be concluded that there is a significant relationship between work motivation and nursing service performance at the Marzoeki Mahdi Mental Hospital, Bogor.

Suggestions for institutions in this study are suggested for more adding to the literature related to work motivation and performance of nursing services. And for respondents it is expected to be able to provide an overview of the performance situation with the motivation of nurses so that it can become a basic reference for improving service performance

Keywords: motivation, performance, health

INTRODUCTION

The hospital is one of the public health service facilities. Hospitals provide services according to the standards set by the government so that good service performance is expected to be achieved¹. Improving the performance of hospital services can provide satisfaction to the community as service users. Health facilities that are less qualified will be unable to compete with good health facilities, which will have an impact on decreasing hospital income. Some Indonesian people think that hospital services in Indonesia are still relatively low, so that is one of the reasons for seeking treatment abroad².

An indicator of the quality of nursing services is the level of patient satisfaction or not. According to Nursalam, one of the performance indicators for hospital services is influenced by the performance of nursing services as a determining factor for the image of health care institutions in the eyes of the public. ³ Performance indicators for nursing services include patient safety, pain management and comfort, level of patient satisfaction with services, self-care, and

anxiety patients⁴ While the performance indicators of nursing services include patient discharge, drug use, infection prevention and control, and pain management⁵.

Nursing services are the result of observation, nursing care, and counseling regarding illness, injury, and how to maintain health or prevent disease transmission. Nurses as care providers must have motivation in providing nursing care so that it is expected to improve the performance of nursing services. Increasing work motivation can have a real influence on nursing care providers. This is in line with Saatposari⁷ nurses who have high work motivation tend to have high work performance, because they get satisfaction from the results of the work thus they provide the best service to patients.

Research conducted by Breed et al in England in 2020. The results showed that the nurses in this study were intrinsically motivated. Their motivation is influenced by support, relatedness, autonomy and competence. No relationship was found between motivation and age, length of service, gender, qualifications and staff reporting structure. This research is the same as that conducted by Akintola, O & Chikoko G in South Africa, that the motivation of nurses increases with career development, salary and health benefits. Nurses who lose motivation can be caused by low remuneration so that it has an impact on work¹⁰.

The performance of quality nursing services can be demonstrated by quality nursing care which is characterized by competence and personal care supported by professionalism and delivered with an appropriate attitude. nursing so that the level of patient satisfaction is the main indicator ¹¹. These results are in line with the research conducted by Butar-butur and Simamora the performance of nursing services received by patients will affect patient satisfaction ¹². However, this is inversely proportional to the research conducted by Sianturi, LV and Sureskiarti , E at the Long Ikis Samarinda Health Center that from the results of the health service performance assessment, data obtained that the target of the SPM program was achieved, but the level of customer satisfaction with health services carried out by PKM Long Ikis employees was still below less than 50% ¹³.

Based on the results of a preliminary study conducted by researchers on 20 nurses at Marzoeki Mahdi Hospital in a psychiatric ward through interviews and questionnaires, the results showed that the work motivation of nurses obtained the results of 11 respondents with less motivation. The effect of nursing service performance is unknown. Based on this, the researcher is interested in examining the relationship between nurses' work motivation and health service performance.

RESEARCH METHODS

The research conducted was a correlation descriptive study using a cross-sectional research design. The population in this study were practicing nurses in non-psychiatric inpatient rooms which included operating rooms (OK), intensive care units (ICU), pemping, emergency departments (IGD), parikesit, perinatology, antasena, basudewa, and non-specialist polyclinics. psychiatry Dr. Hospital H. Marzoeki Mahdi Bogor, totaling 82 nurses. The sample selection in this study used a purposive sampling technique with a total of 68 samples. The instrument used in this research is a questionnaire. Data analysis using univariate analysis and bivariate analysis with chi square test.

RESEARCH RESULT

Table 1. Frequency distribution of work motivation

Work motivation	Frequency	Percentage (%)
Not enough	16	23.5
Good	52	76.5
Total	68	100

Table 1 shows that the frequency distribution of work motivation from 68 respondents obtained the results of 52 respondents or 76.5% were well motivated. Assessment of the results obtained based on Cutt of point value less than 33 motivation is lacking and results ≥ 33 Good.

Table 2. Frequency Distribution of Health Service Performance

Health service performance	Frequency	Percentage (%)
Good	40	58,8
Enough	17	25
not enough	11	16,2
Total	68	100

Table 2 shows that from 68 respondents the results of health service performance were good with 40 respondents or as much as 58.8%.

Statistical test results for the relationship between work motivation and health service performance showed that out of 68 respondents, there were 34 respondents (65.4%) with good work motivation and good service performance while there were 9 respondents (17.3%) and good motivation and good performance . Meanwhile, there were 2 respondents (12.5%) who had less work motivation and poor performance results. The results of the Chi square statistical test obtained Sig = 0.03 ($p < \alpha 0.05$) so it can be concluded that there is a significant relationship between work motivation and health service performance.

DISCUSSION

Research conducted by Erciliana in 2019 showed that work motivation affects the performance of the state civil apparatus in the water resources service, creative works and spatial planning of the province of South Sulawesi. The higher the motivation, the better the performance of ASN32. In line with the research conducted by Ma'ruf and Siswanto, it has been proven that the motivation of health workers, namely village midwives, has a significant influence on increasing competency35. The results of research conducted by Soeprodjo RO, Mandagi CKF and Engkeng S in 2016 in the inpatient room at the Prof. Mental Hospital. Dr. VLRatumbusang with 40 respondents using the total sampling method obtained the results of a significant relationship between motivation and nurse performance 37.

Assessment of nurse performance which refers to nursing practice standards by PPNI 2000 includes the stages of assessment, nursing diagnosis, planning, implementation and evaluation28. High nurse work motivation is very supportive in improving better nurse performance in treating patients, so that they can achieve the goals that have been set16. Nurse performance is influenced by several factors including age, education level, age, work experience

and work facilities. Motivation and performance are closely related to each other. High motivation will affect high performance 3.

In the results of the research conducted by the Chi square statistical test, the results were 0.03 ($p < 0.05$). Based on these values, it can be concluded that there is a significant relationship between work motivation and nursing service performance at the Marzoeki Mahdi Mental Hospital, Bogor.

CONCLUSION

1. Knowing the frequency distribution of the influence of work motivation from 68 respondents, the results obtained were 52 respondents or 76.5% were well motivated and 16 respondents were not well motivated 23.5%.
2. Knowing the frequency distribution of health service performance from 68 respondents obtained good health service performance results with 40 respondents or as much as 58.8% and poor service performance results as many as 11 people 16.2%.
3. Knowing the analysis of the influence of work motivation on the performance of health services to 68 respondents, the results of the Chi-square statistical test obtained a value of $X^2 = 0.03$ ($p < 0.05$) so it can be concluded that there is a significant relationship between work motivation and health service performance

SUGGESTION

1. Educational Institutions

Based on the results of this study, it is hoped that it can add to the literature related to work motivation and performance of nursing services for students and other researchers in carrying out further research development.

2. Respondents

Based on the results of this study, it is hoped that it can provide an overview of the performance situation with the motivation of nurses so that it is hoped that it can become a basic reference for consideration to improve service performance.

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