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## **Work Motivation on Performance of Nurses in Hospital of Islam Faisal Makassar**

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### **Abstract**

Hospital services cannot be separated from nursing services so that nurse motivation has to be increase to improve performance. The research aimed at analyzing the working motivation effect on the nurses' performance in Islam Hospital, Faisal, Makassar City. The research used the quantitative method with the cross sectional study approach. Population in the research was all nurses in the hospital. The samples were taken by the total sampling technique as many as 116 nurses. Data were collected by an interview using a questionnaire. The data were analyzed using the Chi-Square and multiple logistic regression analysis. The research result indicates there is the effect of the incentive ( $p=0,012$ ), autonomous job ( $p=0,000$ ), responsibility ( $p=0,006$ ) on the nurses' performance. The simultaneously multiple logistic regression test result indicates that the autonomous job represents the most influential variable on the nurses' performance in Islam Hospital, Faisal, Makassar City.

**Keywords:** Work motivation; nurses' performance.

### **1. Introduction**

Nurses are the part of the health care personnel that need to provide nursing care services with attention to the following regulations and standards that apply in the hospital.

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Every nurse in special hospitals and hospital nursing services have a common specificity mandatory standards of nursing services in Hospitals that apply nationally. The profession of nursing is one of heartedly professions[1]. The largest human resources in the hospital are nurses from all health personnel such as doctors, midwives, etc; because nurses provide services to the patients for 24 hours[1]. Nursing services that are an integral part of health services are required to provide best quality health services[2]. The challenge to achieve the motivation is that how to encourage their passion to work, so they want to work hard with their skills and ability to give all to achieve the goal or purposes of the hospital [4]. Basically, the hospital not only expect nurses or health workers who are capable of speaking and skilled, but most importantly they want and need the nurses who work more active, discipline, and have desire to achieve optimal results that planned earlier. The greater motivation of nurses, the higher performance will be achieved as well, whereas, the lower workload of nurses, there will be getting better their performances [5]. Particularly, this study is supported by the results of previous research [3]. The study was conducted in Malaysia. The result that had been revealed was that work motivation is very affecting nurses performance, especially intrinsic motivation factors; such as salary, relationships with friends, and the environment in the work place are considered more important than extrinsic motivation factors; such as payment, job security, and environmentally place. In addition, this research is in line with another study that has been done by[4]. The result shows that there is the influence of achievement, recognition, responsibility, development, salary, work place environment, interpersonal relationship, supervision with nurse performance. Furthermore, from ten biggest motivation variables that give influence with nurse performance, is that the work itself at the hospital of Stella Maris Makassar. Based on data obtained from the profile of Islam Faisal Hospital in Makassar, in repairing and improving the quality of best service, there must be great human resources quality and have potential based on their fields and assisted with complete facilities and infrastructure. Islam Faisal Hospital is a private hospital of type B with 153-beds capacity as well as supported by the number of nurses in 2016 as much as 116 people implementing nursing personnel. For RSI Faisal service performance indicator that BOR RSI Faisal in 2013-2015 fluctuated and decreased. Take a look on a year 2013. It was rated at 61,79% and increased in 2014 that was rated at 71,85%. But, it decreased again in 2015 which was rated at 68,12%. However, it has reached the ideal BOR standard with ideal BOR = 60-85% standard. Besides, data on inpatient visits at RSI Faisal also decreased in 2015 as much as 7,099 visits to 6,363 visits in 2016. The decreasing in BOR and hospital visit data indicated that the hospital services were not maximal. Based on that background, it is needed to do research on work motivation on the performance of nurses at Islam Faisal Hospital of Makassar City.

## **2. Materials And Methods**

### **Location and Research Design**

This study was conducted in hospital of Islam Faisal Makassar. The type of this research was quantitative research with cross sectional study design.

### **Population and Sample**

The population in this study were nurses at Islam Faisal Hospital Makassar in 2017. The sample was all nurses

at Islam Faisal Hospital as many as 116 nurses, both in inpatient and outpatient. In addition, sampling that used was total sampling technique.

### **Method of data collection**

The primary data collection was done by the researcher using questionnaire. Data on respondent characteristics were (age, gender, last education, employee status, length of work, and salary), incentive factor data, self-employment, responsibilities were measured by interviews by using questionnaires. Secondary data collection was obtained from related institution namely Faisal Islam Hospital of Makassar City.

### **Data analysis**

Data analysis technique that used in this study was univariate analysis, which served to give description of population characteristics and presentations of descriptive results through frequency and distribution of independent variable and dependent variable. Bivariate analysis was conducted to find out whether available or not the relationship of each independent variable with dependent variable by using chi-square test. Multivariate analysis, conducted to see the effect of independent variables along with dependent variable and independent variable that most influential with the dependent variable by using logistic regression test.

## **3. Results**

### **Characteristics of Respondents**

Table 1 shows that most of respondents aged 18-30 years old are 88 respondents (75.9%). While respondents are aged > 41 years i.e 5 respondents (4.3%). Based on gender characteristics, there were 94 female respondents (81%) and 22 male respondents (19%). According to characteristics of education showed that most respondents were graduated from D3 nursing as much as 61 respondents (52.6%), while the lowest was Ners education, other educations as many as 15 respondents (12.9%), and the rest were as much as 2 (1.7%). Characteristics of respondent's employment status is the most respondent with contract employee status as much as 64 respondents (55.2%), while the lowest is respondents with permanent employee status as much as 52 respondents (55.2%). The respondent's with long term characteristic showed that most respondents were respondents with long term working duration > 7 years as many as 51 respondents (44%) while the lowest was 4-6 years old respondents as many as 28 respondents (24.1%). Characteristics of nurses salary that respondents received showed the average salary of respondents <2,313,625 of 70 respondents (60.3%) while respondents who get salary > 2,313,625 counted 46 respondents (39.7%).

### **Univariate Analysis**

Table 2 shows that from 116 respondents most of the nurses stated that they did not receive incentives as much as 77 respondents (66,4%), nurses with good job were 95 respondents (81.9%), and nurses with good responsibilities counted 101 respondents (87, 1%).

**Table 1:** Distribution of Respondent Characteristics

<b>Characteristics of Respondents</b>	<b>N</b>	<b>%</b>
<b>Group of Age (year)</b>		
18-30	88	75,9
31-40	23	19,8
>41	5	4,3
<b>Gender</b>		
Man	22	19,0
Women	94	81,0
<b>Education</b>		
D3 Nursing	61	52,6
S1 Nursing	38	32,8
Ners	15	12,9
Others	2	1,7
<b>Employment status</b>		
Jobholder	52	44,8
Contract Officer	64	55,2
<b>Length of working</b>		
1-3 Years	37	31,9
4-6 Years	28	24,1
>7 Years	51	44,0
<b>Nurses' salary</b>		
>2,313,625	46	39,7
<2,313,625	70	60,3

Source: Primary Data, 2017

**Table 2:** Univariate Analysis

<b>Variable</b>	<b>n</b>	<b>%</b>
<b>Incentive</b>		
Do not accept	77	66,4
Receive	39	33,6
<b>Own work</b>		
Not bad	21	18,1
Good	95	81,9
<b>Responsible</b>		
Not bad	15	12,9
Good	101	87,1

Source: Primary Data, 2017

### Bivariate Analysis

Table 3 shows that of 77 respondents who stated that they did not receive incentives, there were 50 respondents (76.9%) who stated that the performance of nurses was low and 15 respondents (23.1%) stated high nurse performance, while from 39 respondents who claimed to receive incentives were 27 respondents (52,9%) which stated that nurse performance was low , and 24 respondents (47,1%) stated at the high nurse performance with p value = 0.012. The work variable shows that from 95 respondents who stated good job, there were 61 respondents (93.8%) who stated that the performance of nurses was low and 34 respondents (66.7%) stated that the performance of nurse was high, while from 21 respondents stated that there were 4 respondents (6.2%)

indicated low nurse performance and 17 respondents (13.3%) who stated high nurse performance with p value = 0.000.

**Table 3: Bivariate Analysis**

Research variable	Nurses Performance				amount		Statistic test
	High		Low		n	%	
	n	%	n	%			
<b>Incentive</b>							
Do not accept	24	47,1	15	23,1	39	100.0	<b>p= 0.012</b>
Receive	27	52,9	50	76,9	77	100.0	
<b>Own work</b>							
Not bad	34	66,7	61	93,8	95	100.0	<b>p= 0.000</b>
Good	17	13,3	4	6,2	21	100.0	
<b>Responsible</b>							
Not bad	39	76,5	62	95,4	101	100.0	<b>p= 0.006</b>
Good	12	23,5	3	4,6	15	100.0	

Source: Primary Data, 2017

The variable of responsibility shows that from 101 respondents who stated good responsibility, there are 62 respondents (95,4%) which stated that nurse performance is low and 39 respondent (76,5%) stated high nurse performance while from 15 respondents who stated lacking responsibility, there were 3 respondents (4.6%) who stated low performance and 12 respondents (23.5%) who stated high nurse performance with p value = 0.006.

**Multivariate Analysis**

Table 4 shows that the work motivation variable that is very affecting on the performance of nurses can be seen at the value of the influence of Exp (B) which is very is highest in the variable work itself amounted to 7.625 times the performance of nurses at hospital of Faisal Makassar with value of p = 0.001.

**Tabel 4: Multivariate Analysis**

Variable	B	S.E	Wald	df	Sig.	Exp(B)
<b>Incentive</b>	1.338	.442	9.151	1	.002	6.262
<b>Own work</b>	2.031	.596	11.637	1	.001	7.625
<b>Responsible</b>	1.850	.677	7.465	1	0.006	6.359
<b>Constant</b>	-3.706	1.912	3.757	1	.035	.451

Source: Primary Data, 2017

**4. Discussion**

These results indicate that there is a significant influence between incentives on the nurse performance in Islamic hospitals faisal city of Makassar. Respondents who said they received less incentives were because

every health workers had an expectation to have a better life in accordance with the work and responsibilities that the officers charged in doing their work. It means that respondents expect additional salary to increase their motivation in performing tasks and ultimately improve their performance. However, some respondents stated that they received enough incentives because the respondents felt that the main salary and incentive or extra salary were enough to get their needs. The incentive is essentially to increase employee motivation in trying to achieve organizational goals or purposes by offering upon financial incentive and exceed the basic salaries. In addition, the results of this study are in line with the results of previous research conducted by [5, 6]. Stating that there is an influence between incentives and nurse performance that can be seen that the most important driving factor for the nurses is by providing incentives or exceeded from the base salary. The more or higher the incentive given, the better performance will be achieved. However, in contrast with the results of research conducted by [7]. Stating that incentives are not statistically significant in strengthening the influence between human capital and nurse performance in Type B Hospital in Bandar Lampung City; because the hospital has provided incentives or services other than salary and held capacity building once a year for all hospital staff, it is already increase job satisfaction of nurse. Besides, the results of this study indicate that there is a significant influence between the work itself on the performance of nurses. The respondents stated that the nurse's job is good enough because the nurses have worked according to the organization's plan. This happened because the values, norms, and rules that guide the members of the organization in behaving while working, have been able to provide a belief or fulfillment of various expectations and interests of members at the time of achieving organizational goals. However, there are some respondents who have a lacking job because of the absence of awareness of the nurses on the status of their work. So the low motivation of the nurses happened. On the other hand, If you want to motivate people on their job, Herzberg suggests to emphasize the things related to the work itself, such as job promotional opportunities, personal growth opportunities, recognition, responsibility, and achievement [8]. In addition, the results of the study are in line with the results of previous research conducted by [9, 10]. There is a positive influence of the work on the performance of nurses, because the main determinant in nurse job satisfaction one of them is work itself. The nurse has done the job and completed the task with satisfactory results and has the desire to become a leading person who mastered their own field. However, in contrast with the results of previous research conducted by [11]. Revealed that 40.4% of respondents stated that intrinsic motivation factors are considered more important than extrinsic factors and the least significant results are self-employment variables. Furthermore, the results of this study indicate that there is a significant influence between the responsibility on the nurse performance in Islamic hospital faisal city of Makassar. Respondents are already responsible for the work that has been given. The intended responsibilities are this research includes the implementation of timely actions in accordance with the standards of nursing needs and limits of ability, the implementation of tasks in accordance with the schedule of tasks assigned and carry out all responsibilities in accordance with the description of the task given. However, some of the less responsible respondents are due to the many nurses who have side jobs or other jobs resulting in the inability of a person to fulfill two or more roles at once, the job given is not completed properly. This responsibility is related to the results of work because the nurse directly gives the action or nursing care to the patient [12]. If the nurse is not responsible for the implementation of the action, then there will be undesirable things such as the occurrence of disability in the patient and can lose patients. Furthermore, the head of the room should conduct supervision on their subordinates for the responsibility of nurses in carrying out their duties [13]. Moreover, the results of the study

are in line with the results of previous research conducted by [14, 15]. The study revealed that the responsibilities of employees increased and able to affect the employee job satisfaction hence indirectly improve employee performance. This means that the improvement of employee performance must be through job satisfaction first. Theoretically, this model is a full mediation, where the relationship between extrinsic motivation directly to employee performance has no effect, but the relationship between intrinsic motivation to job satisfaction and from job satisfaction to significant employee performance. Encouragement to develop themselves can increase employee satisfaction with their work. The indicator of success and work are the greatest description of intrinsic motivation [16]. Furthermore, the job satisfaction of an employee is influenced by the desire or come from their self to achieve a success in finishing the job well [17].

## **5. Conclusions**

Based on the results which had been conducted, it can be concluded that there is the influence between incentive variables, own work, and responsibility. The most influential variable on nurse performance is that self-employment. It is recommended to the hospital management to plan the required training and expected to provide equitable fairness to the nurses through the provision of incentives to improve the performance of nurses for getting maximum service.

## **Conflict of Interest**

Authors declare no conflict interest

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