

Hubungan Motivasi dengan Kinerja Perawat RS Santa Elisabeth Medan Tahun 2024

The Relationship Between Motivation and Nurse Performance at Santa Elisabeth Hospital Medan 2024

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ABSTRAK

Pendahuluan Perawat memiliki peran penting dalam memberikan pelayanan keperawatan se-hingga di butuhkan kinerja yang baik dan berkualitas bagi pasien oleh karena itu dibutuhkan motivasi yang tinggi baik dari dalam diri maupun dari luar yang dapat menimbulkan semangat dalam bekerja dengan memberikan seluruh kemam-puan dan keterampilan demi mencapai tujuan dan meningkatkan mutu pelayanan kesehatan. Penelitian ini bertujuan untuk mengetahui hubungan antara Motivasi Dengan Kinerja Perawat di Rumah Sakit Santa Elisabeth Medan Tahun 2024. **Metode Rancangan** penelitian ini menggunakan desain korelasional dengan pendekatan cross sectional. Teknik pengambilan sampel menggunakan teknik purposive sam-pling, jumlah sampel 130 responden. Alat ukur yang digunakan adalah kuesioner. Analisa statistik menggunakan Chi-Square. Hasil Hasil penelitian yang didapat motivasi kerja kategori tinggi sebanyak 81 respond-en (62,3%) dan perawat yang memiliki kinerja baik sebanyak 87 responden (66,9%). **Hasil** uji statistik menunjukkan bahwa ada hubungan yang signifikan antara Moti-vasi Dengan Kinerja Perawat di Rumah Sakit Santa Elisabeth Medan Tahun 2024 (p-value = 0,000). **Kesimpulan** Diharapkan perawat dapat lebih meningkatkan motivasi dan kinerjanya dalam memberikan pelayanan keperawatan kepada pasien.

ABSTRACT

Introduction Nurses have an important role in providing nursing services so that good and qual-ity performance is needed for patients, therefore high motivation is needed both from within and from outside which can generate enthusiasm in work by providing all abilities and skills in order to achieve goals and improve the quality of health services. This study aims to determine the relationship between Motivation and Nurse Performance at Santa Elisabeth Hospital Medan 2024. **Method** The design of this study uses a correlational design with a cross sectional ap-proach. The sampling technique uses a purposive sampling technique, with a sam-ple of 130 respondents. The measuring tool used is a questionnaire. Statistical analysis uses Chi-Square. **Result** The results of the study obtains high category work motivation are 81 respondents (62.3%) and nurses who have good performance as many as 87 respondents (66.9%). **Conclusion** It is hoped that nurses can further improve their motivation and performance in providing nursing services to patients.

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INTRODUCTION

Hospitals are health service centers that provide services to improve public health, can provide good service quality and have accredited health facilities while protecting patient safety in hospitals (Dewi et al., 2021). Optimal service does not only depend on facilities, physical appearance, and technology, but also depends on the behavior and performance of nurses in hospitals (Hasanah & Maharani, 2022). Nurses have an important role in providing quality nursing services for patients because they are on duty for 24 hours to provide nursing care. This is explained by (Antonius, 2019).

The assessment of a nurse's work is based on an assessment of individual knowledge and skills, especially in the context of the application of nursing care. This is the basis for developing nursing staff, setting salary levels, and identifying health service violations (Hasanah and Maharani, 2022). The high quality of nurses' work can create a sense of

security and satisfaction in patients (Dewi et al., 2021). The performance evaluation of a nurse can be determined by the level of satisfaction of patients who have received their services. It is also included in the evaluation of nurses' work, which may be caused by external factors that affect the nurse's psyche so that it lowers work morale. (Habibi et al., 2021). These external facts include relationships between colleagues in the work environment, internal organizational conflicts in hospitals and a lack of active support from hospitals to motivate nursing staff. The goal is to improve the implementation of the best quality services (Hasanah and Maharani, 2022).

Motivation is something that encourages individuals to perform certain tasks, including encouraging employees to stay committed and work diligently to achieve specific goals. The appropriate level of work motivation is reflected in employee performance (Kurniasari and Rosdiana, 2023). According to Herzberg, it identifies two types of motivation, namely external factors, namely external influences from individuals that can affect work results, and internal factors from oneself and affect the quality of work done. The six external factors include salary, working conditions, company policies, interpersonal relationships, supervision and job security. The five indicators of internal factors include performance, recognition, nature of work, responsibility and development of self-potential (Inap et al., 2018). Providing motivation to employees that a company does can improve employee performance. One form of incentive offered is recognition, reward and evaluation of employee performance within the company (Inap et al., 2018).

An initial survey conducted by researchers in January regarding the relationship between motivation and nurse performance at Santa Elisabeth Hospital Medan through a questionnaire distributed to eight hospital nurses, obtained the result that 4 out of 8 nurses obtained adequate results achieved during their time as nurses. still often carry out nursing activities that are not in accordance with SOPs. The results of a preliminary study on the intrinsic motivation of nurses show that 3 out of 8 nurses achieve adequate motivation when they are less enthusiastic about their work, less proud of their work, and less satisfied with their performance. Nurses' extrinsic motivation value: 2 out of 8 nurses have a sufficient extrinsic motivation value if the section head does not praise the nurse's work and the working conditions are not pleasant because colleagues do not provide enough support. In this context, the researcher wants to examine "the relationship between work motivation and the performance of nursing staff at Santa Elisabeth Hospital Medan in 2024".

METHODS

In the design of this study, the correlation method using *the Cross Sectional* approach is used. The *Cross Sectional* approach is a type of research that emphasizes measurement or observation at a certain point in time, and independent and dependent variables are measured only once at that point in time. Therefore, there is no follow-up in this approach (Nursalam, 2020). Correlational research basically aims to identify and explain the correlative relationships of the variables to be studied.

The population of this study is all inpatient nurses working at St. Elisabeth Hospital Medan a total of 193 nurses from St. Laura's room 24 nurses, St. Pauline's room 14 nurses, St. Melania's room 20 nurses, St. Theresa's room 22 nurses, St. Anthony's room 31 nurses, Francis' room 17 nurses, St. Ignatius's room 22 nurses, Lidwina/Yosef's room has 22 nurses, St. Maria/Marta's room has 21 nurses.

In this study, the sampling method applied is Non-Probability Sampling, especially Purposive Sampling. The selection of Purposive Sampling was carried out because it basically involved the selection of the entire population as the object of research (Nursalam, 2015). The calculation to determine the sample size used by the researcher is the Slovin formula (1960). Taking these values into account in this study, the participation of 130 nurses is planned as the number of samples to be included is representative of the total population of 193 people.

Inclusion Criteria are Nurses who have worked for at least 1 year, Not on leave or training and Nurses who work in inpatient units. Independent Variable This variable has an impact or value that affects other variables. Usually, these variables can be changed, observed, measured to establish their correlation or impact on other variables. In this study, the independent variable is "Motivation" at Santa Elisabeth Hospital Medan in 2024". Dependent variable refers to an element that is influenced or arises as a result of an independent variable. In other words, this variable is observed and measured to determine whether there is a correlation or impact of independent variables. In the context of this study, the de-pendency variable is "nurse performance" at Santa Elisabeth Hospital Medan in 2024.

The motivation questionnaire was adopted from a standard questionnaire published by Nursalam in 2014 discussing motivation. The motivational questionnaire used consisted of 10 statements with 5 answer options each, namely "strongly disagree, disagree, hesitate, agree, and strongly agree". Each answer was graded accordingly, where "strongly disagree" was rated as 1, "disagree" was rated as 2, "doubtful" was rated as 3, "agree" was rated as 4, and "strongly agree" was rated as 5. The evaluation of nurses' work motivation in the questionnaire was measured using an ordinal scale, which resulted in two categories, namely "high" and "low". Nurses' work motivation is considered "high" if the total score of the questionnaire answer is in the range of 31-50, while it is considered "low" if the total score is in the range of 10-30. Statistical formulas are used to determine the length of the class (interval).

Using a statistical formula, the length of the class (P) is calculated by taking into account a range of values of 20 (the ratio between the maximum and minimum scores) and the number of classes divided into two categories, namely: high and low. The calculation results show that the class interval has a size of 20. Using a value of $P = 20$, the results of the research on "Work Motivation" can be categorized: Low Work Motivation between 10 – 30. High work motivation between 31 – 50.

The nurse performance evaluation instrument was taken from a standard questionnaire found in the fifth edition of the Nursalam book in 2020 about nurse performance. This questionnaire includes 30 statements, namely aspects of assessment, diagnosis, planning, implementation, evaluation and documentation. Nurse performance assessments are categorized as "Good" if the total score is in the range of 111-150, categorized as "Moderate" if the total score is in the range of 71-110, and categorized as "Poor" if the total is in the range of 30-70. Specify the length of the class (interval). Using a statistical formula, the class length (P) was calculated by taking into account a value range of 40 (the difference between the highest and lowest scores) with the number of classes consisting of three classifications, namely Good Category, Medium Category, and Less Category. Using the value of $P = 40$, the performance of nurses in this study can be grouped as follows: Poor performance = 30 – 70. Medium performance = 71 – 110. Good performance = 111 – 150. This research was carried

out at the Santa Elisabeth Hospital Medan, located at Jln. Haji Misbah No.7 Medan. The research was conducted in February-May 2024.

In this study, the researcher decided not to carry out the validity and reliability test because the questionnaire used had passed the validity and reliability test, as explained in the book Nursalam (2015). The instrument to measure Motivation is taken from the standard questionnaire contained in Nursalam's 2014 book on "Motivation". Meanwhile, the instrument to assess nurse performance is taken from the Nursalam 2024 standard questionnaire which discusses "Nurse Performance". Univariate analysis has the purpose of describing the characteristics of each research variable that can be identified through univariate analysis, which is a statistical approach to determine the setting and number of events in the initial data regarding demographics, including information about initials, age, gender, last education, and length of employment. In the context of bivariate analysis, it is used to clarify the hub between motivation as an independent variable and nurse performance as a dependent variable.

The data analysis in this study utilizes *the Chi Square* statistical test which is used when the data being analyzed has ordinal properties, and is also used to assess the degree of correlation strength between independent variables and dependent variables, especially if at least one of the two variables has an ordinal scale (Nursalam, 2015). In conducting *the Chi Square* test, there are several requirements that must be met, including that there are no cells with actual frequency or the so-called actual count (FO) that has an O value, especially in a 2x2 contingency table, such as in a contingency table with a size of 2x3, the requirement is that the number of expected frequency cells or expect count (Fh) < 5 must not exceed 20%. This study helps in testing the hypothesis to evaluate the relationship between Motivation and Nurse Performance at Santa Elisabeth Hospital Medan in 2024.

This research has passed an ethical test from the STIKes Santa Elisabeth Medan Health Research Ethics Commission with No. 028/KEPK-SE/PE-DT/III/2024.

RESULT

1. Characteristics Responden

Tabel 1 Distribution of Frequency and Percentage of Respondents Based on Demographic Data of Nurses at Santa Elisabeth Hospital Medan in 2024 (n=130)

| Characteristic | <i>F</i> | (%) |
|----------------------------|------------|------------|
| Gender | | |
| Man | 13 | 10,0 |
| Woman | 117 | 90,0 |
| Total | 130 | 100 |
| Age | | |
| 22-35 (Early Adulthood) | 99 | 76,2 |
| 36-45 (Late Adulthood) | 24 | 18,5 |
| 46-55 (Advanced Adulthood) | 7 | 5,4 |
| Total | 130 | 100 |
| Education | | |
| D3 Keperawatan | 73 | 56,2 |
| Profesi Ners | 57 | 43,8 |
| Total | 130 | 100 |

| | | |
|--------------|------------|------------|
| Work | | |
| 1 Year | 28 | 21,5 |
| 2-4 Year | 23 | 17,7 |
| > 5Year | 79 | 60,8 |
| Total | 130 | 100 |

Table 1 shows that 130 respondents were found to be female, 117 respondents (90%) and 13 respondents (10%) were male. Based on age data, the majority of respondents aged 22-35 (early adult) amounted to 99 respondents (76.2%), aged 36-45 (late adult) amounted to 24 respondents (18.5), and minority aged 46-55 (advanced adult) amounted to 7 respondents (5.4%). Based on the latest education, data was obtained that the majority of D3 Nursing education was 73 respondents (56.2%) and the minority of Nurse Professional Education was 57 respondents (43.8%). Based on the length of work, the majority of respondents worked for 5 > years for 79 respondents (60.8%), 23 respondents (17.7%) for 2-3 years, 28 respondents (21.5%), and 23 respondents (17.7%) for 2-3 years for working time.

2. Motivation of Nurses at Santa Elisabeth Hospital Medan in 2024

Table 2 Distribution of Frequency and Percentage of Motivation of Nurses at Home Santa Elisabeth Medan Illness in 2024 (n=130)

| Motivation | F | (%) |
|-------------------|------------|------------|
| Low Motivation | 49 | 37,7 |
| High Motivation | 81 | 62,3 |
| Total | 130 | 100 |

Table 2 shows that 130 respondents were found to have a majority of high motivation of 81 respondents (62.3%) and a low motivation minority of 49 respondents (37.7%).

3. Nurse Performance at Santa Elisabeth Hospital Medan in 2024

Table 3 Distribution of Frequency and Percentage of Home Nurse Performance Santa Elisabeth Medan Illness in 2024 (n=130)

| Nurse Performance | F | (%) |
|------------------------------|------------|--------------|
| Sufficient Nurse Performance | 0 | 0 |
| Moderate nurse performance | 43 | 33,1 |
| Good Nurse Performance | 87 | 66,9 |
| Total | 130 | 100,0 |

Table 3 shows that 130 respondents found that the majority of nurses' performance was good, 87 respondents (66.9%), minority nurses' moderate performance was 43 respondents (33.1%), and nurses' performance was quite non-existent.

4. Relationship between Motivation and Nurse Performance at Santa Hospital Elisabeth Medan Year 2024

| Variable | Nurse Performance | | | | | | <i>p-value</i> | |
|----------|------------------------------|---|----------------------------|---|------------------------|---|----------------|-------|
| | Sufficient Nurse Performance | | Moderate Nurse Performance | | Good Nurse Performance | | | Total |
| Nurse | N | % | N | % | N | % | N | % |

| | | | | | | | | |
|--------------|---|---|-----------|-------------|-----------|-------------|------------|--------------|
| Motivation | | | | | | | | |
| Nurse | - | - | 36 | 27,7 | 13 | 10,0 | 49 | 37,7 |
| Motivation | | | | | | | | |
| Low | | | | | | | | ,000 |
| Nurse | - | - | 7 | 5,4 | 74 | 56,9 | 81 | 62,3 |
| Motivation | | | | | | | | |
| Tall | | | | | | | | |
| Total | - | - | 43 | 33,1 | 87 | 66,9 | 130 | 100,0 |

Based on table 4, the results of the cross-tabulation of the Relationship between Motivation and Nurse Performance at Santa Elisabeth Hospital Medan in 2024 showed that nurses had low motivation of 36 respondents (27.7%) with nurses having good performance of 13 respondents (10.0%) with a total of 49 respondents (37.7%). Then nurses who have high motivation are 7 respondents (5.4%) with nurses who have good performance as many as 74 respondents (56.9%) with a total of 81 respondents (62.3%). Based on *the chi-Square test*, a $p < ,000$ means that there is a meaningful relationship between motivation and nurse performance.

DISCUSSION

1. Motivation of Nurses at Santa Elisabeth Hospital Medan in 2024

Based on the results of research conducted by researchers on nurses at Santa Elisabeth Hospital Medan in 2024, it was found that 87 nurses (66.9%) had high motivation.

Motivation is an internal drive that encourages a person to do something to achieve a certain goal. Motivation can also foster desire, pride, and satisfaction at work. With the right motivation, the effectiveness coefficient and performance of nurses can increase, which ultimately improves the quality of service. In other words, motivation can create good performance, so that labor productivity continues to increase (Salni, 2023).

The work motivation of nurses at Santa Elisabeth Hospital Medan in 2024 is in the high category, mainly due to intrinsic motivations such as responsibility for work and compliance with rules. This strong motivation has a positive impact on more optimal performance, so that it is able to improve the quality and quality of services in hospitals.

Glady (2019) also in his research of 64 respondents there were 46 highly motivated respondents, this was influenced by the awarding of awards for nurses who have more abilities, a conducive environment, good relationships between colleagues, superiors and the inclusion of nurses in health seminars and training. The same is true of the research (Intan, 2024) of 69 nurse respondents who have high motivation, as many as 50 respondents (62%) because of comfortable and pleasant working conditions so that a good environment is created while working.

2. Nurse Performance at Santa Elisabeth Hospital Medan in 2024

The performance of nurses at Santa Elisabeth Hospital Medan in 2024 is in the good category of 87 people (66.9%). because the nursing assessment to the nursing evaluation that has been carried out by nurses is in accordance with the standard format used in accordance with the operational standards of the Santa Elisabeth Medan hospital procedure.

Nurse performance is the activity carried out by nurses to provide nursing care according to their authority and responsibility, and can be measured based on patient satisfaction. Performance measurement can be done by assessing work achievements and the quality of services provided by nurses to patients in accordance with nursing care standards. Nursing care includes standards of nurse behavior in the implementation of services, such as conducting patient health assessments, diagnosing the causes of patient health problems, planning actions, carrying out services, and evaluating the results of each nursing action carried out ([Antonius, 2019](#)). According to researchers the performance of the nurses is high because in the implementation of nursing care it is in accordance with standards ranging from assessment, data analysis, diagnosis, planning, implementation to.

3. The Relationship Between Motivation and Nurse Performance at Santa Elisabeth Hospital Medan in 2024

Based on the results of the Chi-Square statistical test, $p = .000 (<0.05)$ means that H_a is accepted, which means that there is a significant relationship between Motivation and Nurse Performance at Santa Elisabeth Hospital Medan in 2024.

High motivation will positively affect the performance of nurses, because good performance will support the achievement of hospital service goals ([Roswita Hasan, 2021](#)). Factors that affect a person's performance are internal and external factors. Internal factors greatly affect a person's motivation, because motivation can give encouragement to work with enthusiasm, utilize all abilities and skills to achieve goals. In addition to internal factors, external factors also have an impact on a person's performance. Providing incentives, benefits, good relations between colleagues, and bonuses can have a significant impact on improving performance. Tasks and responsibilities will not be completed properly without the will and motivation. When a person does his job well, he will feel satisfied with the results he has achieved ([Salni, 2023](#)). To achieve success and quality, qualified nurses with a strong spirit from within and support from the environment, both from superiors and colleagues ([Waryantini, 2020](#)).

[Abdul \(2023\)](#) also in his research there was a relationship between motivation and performance with a somers'd coefficient of 0.057, meaning that work motivation was high and nurses' performance was also good. High work motivation will encourage someone to work optimally, so as to produce good performance. This is according to research ([Masna, 2020](#)) Research shows that motivation has a positive and significant impact on nurse performance. This is due to the awards given by the hospital to outstanding nurses, supportive working conditions, and monthly supervision or monitoring by the head of nursing all contribute to improved performance. Good motivation must be maintained through harmonious working relationships between colleagues and superiors, creating a high sense of family, carrying out nursing duties with full responsibility, and providing opportunities for self-development through training for career advancement.

In this study, the researcher has limitations. This limitation is seen from the time limit, funds and so on. Some of the limitations of the research are the time limitation in this study mainly due to the length of time needed to obtain a research permit (1 week) from Santa Elisabeth Hospital Medan. In addition, during the data collection process, there are other obstacles such as the information provided to respondents through questionnaires does not always reflect the actual opinion. This happened because respondents often had to fill out

questionnaires while on duty, so they looked rushed to answer questions. Supposedly, questionnaires are given to respondents when they have free time to fill out more thoroughly.

CONCLUSIONS AND SUGGESTIONS

A. Conclusions

Motivation of Nurses at Santa Elisabeth Hospital Medan in 2024 for High Motivation as many as 81 respondents (62.3%). The performance of nurses at the Santa Elisabeth Hospital in Medan in 2024 for the Good Performance of Nurses category was 87 respondents (66.9%). The Relationship between Motivation and Nurse Performance at Santa Elisabeth Hospital Medan in 2024 based on the results of the Chi-Square test obtained a p value = 0.000 ($p < 0.05$) which means that there is a hub between motivation and nurse performance at Santa Elisabeth Hospital Medan in 2024.

B. Suggestion

This research is expected to be an information and input for further research to be able to research on "other factors that affect the performance of nurses in hospitals".

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