



The Relationship between Work Motivation and Nurse Performance in the Inpatient Room of the Southeast Sulawesi Provincial Mental Hospital

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Abstract. Nurses in the inpatient ward of the Mental Hospital of the Southeast Sulawesi Province are still unable to provide the best health services to patients due to the not-yet-optimal work motivation of nurses and the lack of awareness of nurses regarding work status as a function of health services. This study aims to analyze the relationship between the work motivation of nurses in the inpatient ward of the Mental Hospital of Southeast Sulawesi Province. Quantitative study with a cross-sectional approach. The population of this study were all nurses working in the inpatient ward of the Mental Hospital of the Southeast Sulawesi Province, namely 61 people. Data obtained by interview and observation using a questionnaire were analyzed with the chi test square. Statistical test results show that the variables of responsibility ($p = 0.005$), work performance ($p = 0.000$), incentives ($p = 0.002$), and work relations ($p = 0.017$). In conclusion, there is a significant relationship between work motivation and performance from the aspects of responsibility, achievement, incentives, and work relations.

Keywords: Work Motivation, Nurse Performance, Mental Hospital

1. Introduction

Performance is the standard of human success in carrying out a responsibility or in performing tasks that are their obligation [1]. Performance is a benchmark in understanding the success and results of individual or group efforts, but to obtain that ability is determined not spared through aspects of employee control contained in the company in its work unit [2].

According to Hasibuan and Malayu, performance is the implementation of work carried out by employees which is mostly used as a foundation for assessment of employees or companies. Good performance is an activity to achieve company goals, therefore strive for optimal performance. According to Sedarmayanti, performance is the income that can be achieved by individuals or groups in a company, in line with individual rules and obligations, in a business plan to achieve the purpose of a company related as valid, not violating the law and in line with character or civility [3].

Motivation is the drive to act in a person. This desire is available in the individual who moves to do something that is in line with his inner desires. People have various forms of motivation such as learning, work motivation, and achievement motivation [4].

A nurse is a person who cares for and helps protect a person from illness, injury,

and aging. A mental hospital is a place that specializes in caring for patients with mental health illnesses [5]. The Regional Government of Southeast Sulawesi has a mental hospital type B. Secondary data obtained from the Medical Record shows that in the inpatient room patients have increased in the last 3 years. In 2019 the total inpatients was 569, in 2020 there were 1681 more patients and in 2021 there were 498 patients who received services in the treatment ward consisting of asoka, flamboyant, jasmine, lotus, sun, srikandi, orchid, and acute inpatient rooms.

Based on preliminary studies that have been carried out in mental hospitals in the inpatient room, nurses are not competent to present superior health services to patients due to nurses who are not optimal, their work motivation, and lack of understanding of their work capacity in the role of serving health. This incident was evidenced by the observation of researchers in the inpatient room at a mental hospital through reviewing several nurses, nurses complained of dependents because the number of patients was increasing every year and the lack of leadership concern about the achievements achieved, there was no incentive dimly obtained that was enterprising and heavy elbows in doing work, and the relationship between nurses was not good.

However, this preliminary study is only a preliminary picture that cannot be used as a basis for decision-making. Further observations must be carried out to identify the relationship between work motivation and nurse performance.

2. Methods

This study is a quantitative study using a cross-sectional approach. This study involved all nurses on duty in the inpatient ward of the mental hospital of Southeast Sulawesi Province as much as 61 people.

There are two types of data used i.e., primary and secondary data. Primary data is information obtained from respondents, consisting of the identity of respondents and answers about the relationship between work motivation and nurse performance in the inpatient department at Mental Hospital Southeast Sulawesi Province, and secondary data is information obtained by researchers from reports, books, and others that are related.

This research has received Ethical Clearance with Number: 1077a/UN29.20.1.2 / PG / 2023 from the Health Research Ethics Commission of the Institute for Research and Community Service (LPPM) Halu Oleo University. The data collection technique used in this study was a questionnaire addressed to respondents. The data sources used by researchers are primary data in the form of questionnaire sheets and secondary data from literature studies and reports of RSJ Southeast Sulawesi Province and agencies related to research. Data processing obtained from respondents is collected and then tabulated using computer programs. After being collected, data processing is carried out utilizing data entry, editing, coding, and tabulation.

Data analysis in this study used univariate and bivariate analysis. Analysis of bivariate data using statistical test chi-square test. If the chi-square test requirements are not met, an alternative test is used, namely the Fisher test. Data were analyzed using SPSS and quantitative studies were presented in the form of tables and narratives.

3. Results

The results section will display and describe the characteristics, work motivation, nurse performance, and the relationship between nurse variables in the Inpatient Room of the Southeast Sulawesi Provincial Mental Hospital. The characteristics to be described are age, gender, education, and length of service.

3.1 Characteristics of Respondents

Table 1. Characteristics of Respondents in the Inpatient Room of the Southeast Sulawesi Provincial Mental Hospital

Nurse work motivation	Amount (n)	Percentage (%)
Responsibility		
high	40	65,6
Low	21	34,4
Achievement		
high	43	70,5
Low	18	29,5
Incentive		
high	41	67,2
Low	20	32,8
Employment Relations		
high	45	73,8
Low	16	26,2

Source: Primary Data

Table 1 shows that of the 61 respondents based on age, the largest is 33-42 years old, namely 37 respondents (60.7%), and the least is respondents aged 23-32 years, 3 respondents (4.9%). Based on gender, the largest is women, namely 45 respondents (73.8%) and the least is men, 16 respondents (26.2%). Based on the education level of respondents, the largest is the D3 education level, which is 37 respondents (60.7%), and the least, namely the S2 education level, is 1 respondent (1.6%). Based on the working time of the respondents, the largest is the working period of 1-10 years, namely 31 respondents (50.8%) and the least.

3.2 Overview of Work Motivation and Nursing Performance

Table 2. Distribution of Nurses' Work Motivation in the Inpatient Room of the Southeast Sulawesi Provincial Mental Hospital

Nurse work motivation	Amount (n)	Percentage (%)
Responsibility		
High	40	65,6
Low	21	34,4
Achievement		
High	43	70,5
Low	18	29,5

Incentive		
High	41	67,2
Low	20	32,8
Employment Relations		
High	45	73,8
Low	16	26,2

Table 2 shows that in the responsibility variable, there are 40 respondents (65.6%) who have high responsibility and 21 respondents (34.4%) who have low responsibility. There were 43 respondents (70.5%) who had high achievements, and 18 respondents (29.5%) had low achievements. In the incentive variable, there were 41 respondents (67.2%) who had high incentives, and 20 respondents (32.8%) who had low incentives. There were 45 respondents (73.8%) who had high working relationships, and 16 respondents (26.2%) who had low working relationships. And in the performance variable, there were 38 respondents (62.3%) who had good performance, 23 respondents (37.7%) who had poor working relationships

Table 3. Distribution of Nurse Performance in the inpatient room of the Southeast Sulawesi Provincial Mental Hospital

Nurse Performance	Amount (n)	Percentage (%)
Good	38	62,3
Not Good	23	37,7
Total	61	100

Table 3 shows that out of 61 nurses, 38 respondents (62.3%) performed well and 23 respondents (37.7%) performed poorly.

3.3 The relationship between Work motivation and nursing performance

The relationship between motivation based on responsibility, work performance, incentives, and work relationship with nursing performance in the Inpatient Room of a mental hospital in Southeast Sulawesi Province can be seen in the following Table 4.

Table 4. The Relationship of Motivation with Nursing Performance in the Inpatient Room of a Mental Hospital in Southeast Sulawesi Province

Work Motivation	Performance Nurse				Total		OR	P-Value
	Good		Not Good					
	n	%	n	%	n	%		
Responsibility								
High	30	75,0	10	25,0	40	100	2.713	0,005
Low	8	38,1	13	61,9	21	100		
Work Performance								
High	33	76,7	10	23,3	43	100	2.864	0,000

Low	5	27,8	13	72,2	18	100		
Work incentives								
High	31	75,6	10	24,4	41	100	2,794	0,002
Low	7	35,0	13	65,0	20	100		
Employment Relations								
High	32	71,1	13	28,9	45	100	1,042	0,017
Low	6	37,5	10	62,5	16	100		

Based on the results of the chi-square test with a p-value of 0.005 in Table 4, it shows that all variables show a relationship between the variables of responsibility, work performance, incentives, and cooperation relationships with nursing performance in the inpatient room of the Southeast Sulawesi Provincial Mental Hospital in 2022, where all P-values are below the α value (0.05) so that all hypotheses are accepted. So there is a relationship between responsibility and nurse performance. However, of all related variables, it can be seen that work performance shows the strongest relationship, which is 2,864. Meanwhile, the weakest relationship among variables was the employment relationship to nursing performance of 1,042.

4. Discussion

4.1 The Relationship of Responsibility with the Performance of Nurses in the Inpatient Room of the Southeast Sulawesi Provincial Mental Hospital

Responsibility is the ability of a person to carry out his orders and obligations and handle the consequences of what he carries out [6]. Responsibilities in optimizing work performance include working diligently and serving well, providing good service to the community, working efficiently and effectively in line with company studies, and handing over countermeasures to company management as an obligation to empower and use the company. The responsibility of a nurse in her profession is very high. Such as tight work schedules, peer pressure, high work demands, staff heterogeneity, competitive culture in hospitals, and staff heterogeneity [7]. Responsibility is the internal obligation of the nurse to satisfactorily fulfill obligations in patient care.

The responsibility of this study is that the higher the responsibility that motivates nurses, the better the nurse's performance. This event is comparable to the results of the analysis of the study obtained a p-value of 0.005, this means that there is a relationship between motivation based on aspects of responsibility with nurse performance.

In line with the Relationship of Work Motivation and Work Ability to Employee Performance at the Gowa District Health Office, it shows that the results and discussions carried out get a p-value of 0.009 so there is a significant relationship between work motivation and performance [8].

Frederick Herzberg's two-factor theory underlines two important factors for satisfying and motivating nurses. The responsibility variable falls into the category of motivator i.e. encouraging someone to work harder on the variable of responsibility nurses need to feel that they own their job, feel responsible for it, and not feel led too hard.

The results stated that nurses are given the responsibility to work according to schedule and perform nursing in line based on mechanisms determined by the administration of mental hospitals and work to serve patients responsibly. It can be concluded that this factor motivates nurses where nurses be responsible for their work so that they are positive for nurse performance.

This study supports that of Zulhelmi et al. (2021), who found that in the Jeu-ram Health Center in the Seunagan District of the Nagan Raya Regency, there is a substantial correlation between nurse performance and responsibility [9]. Respondents with poor responsibility will be 7,800 times more likely to have poor nurse performance than respondents with good responsibility. Good responsibility and good nurse performance show that nurses complete tasks following predetermined times (on time), dare to report to superiors if there are problems at work and maintain tools, facilities, and infrastructure. who are accountable to respondents and respondents are motivated to be responsible for their performance. Work motivation in the form of responsibility is not good and nurse performance is not good because respondents come and leave work on time, do not accept the risk of what is done, and do not prioritize the interests of work, so respondents do not have the motivation to complete their responsibilities.

Meanwhile, Siswati S. (2021) found that respondents have poor responsibilities because nurses do not want to bear the risk if there is a mistake caused by the nurse. The nurse considers that if something goes wrong then the hospital bears the risk because all actions taken by the nurse are under the responsibility of the hospital [10],[11]. In addition, respondents who rated responsibility were not good because there was still work pending if they wanted to perform services to patients. After all, when changing guard duties (operants), nurses had to wait for instructions from doctors before taking action.

Responsibility is good because nurses are already responsible for the work given and document the results of their work. Nurses do not procrastinate in doing work and immediately serve patients, nurses respond quickly when needed by patients (immediately serve, if called/needed quickly come).

4.2 The Relationship between Work Performance and Nurse Performance in the Inpatient Room of the Southeast Sulawesi Provincial Mental Hospital

Achievement is the result or effort achieved from what has been done or has been done. Work performance according to Mngkunegara is a work effort according to the weight and quality that is realized by employees when carrying out their obligations in line with their obligations [12].

Performance appraisal is the value of the relationship between work results through the quality basis of employees who work. Ensuring discretion means whether employees will be promoted to receive promotions, increased salaries, or demoted. Job performance assessment has several indicators, namely discipline, leadership, and creativity [13].

The Southeast Sulawesi Provincial Mental Hospital's inpatient room nurse performance and job motivation are significantly correlated, according to the test findings, based on achievement. Nurses receive positive attention to the assessment of promotion and the results of nurses' work are still considered by the management of the mental

hospital. It can be concluded that the variable of achievement is positive for nurse performance. This shows that the better the performance evaluation, the better the performance of employees or vice versa.

Alfatihah A. (2021) stated that RSIA Eria Bunda Pekanbaru already has good nurse work performance, with fair, transparent, consistent, sensitive, and objective elements. However, dimensionally it was found that there were consistent elements that were still not optimal Work performance has benefits for the ability of nurses and is the foundation of human resource planning to complement the improvement of quality, working conditions, and work results. Job performance assessment is very meaningful and interconnected. Job performance assessment is an education in the future in making good performance [14].

Nurses with a high-performance orientation are caused because nurses can motivate themselves to achieve what has been achieved. However, the evaluation of support, timely and planned work, and consideration of the work of nursing staff by the hospital administration should be emphasized positively.

4.3 The Relationship of Incentives with the Performance of Nurses in the Inpatient Room of the Southeast Sulawesi Provincial Mental Hospital

According to Handoko, incentives are stimulators that employees are offered to do work at a current or higher determined [15]. Incentives are premiums given by an organization to its members for achieving certain targets or committing high dedication.

According to Hasibuan, incentives are bonuses to employees who excel beyond normal performance, incentives are something to move to carry out a balanced compensation principle [15]. An incentive is a tool in the form of material, which is handed over as encouragement with the intention to employees so that employees grow high enthusiasm to optimize their work productivity in the company [17],[18].

Based on the results of the study, shows that there is a relationship between incentives and nurse performance in the inpatient room of the Southeast Sulawesi Provincial Mental Hospital from the chi-square test results of 0.002. Nurses have high incentives because they are following the workload as implementing nurses so nurses have less performance because the determination of incentives received is not adjusted to the length of service, level of education, and class of implementing nurses. From the results of this study, the incentives obtained by nurses have been comparable to the workload of nurses. It can be concluded that the variable of positive incentives for nurse performance. Providing incentives plays an important role in optimizing nurse performance, by obtaining an award nurses are aware that the results of their work have been calculated for others to build good work motivation for nurses. Based on the chi-square test between incentives and employee performance at Bhayangkara Hospital Level III Manado, the resulting size is $p < 0.017$ smaller than $p < 0.05$ so there is a relationship between incentives and employee performance [19].

Research by Siswati S. also shows the same results, namely worker incentives have a relationship with worker performance [10]. The same thing was also conveyed by Melisa, et al that salary has an important role in motivating nurses' work so that it can improve nurse performance. This means that the better the incentives are given, the better the motivation so that the nurse's performance will increase [20].

4.4 The Relationship between Work Relationship and Nurse Performance in the Inpatient Room of the Southeast Sulawesi Provincial Mental Hospital

Work relationships are relationships that occur between an individual both inside and outside the organization to obtain organizational goals. The working relationship between nurses must be mutually respectful and have high tolerance so that nurses can carry out their duties and improve good relations with all nurses in their work environment. Fellow nurses are expected to jointly respect, advise, guide, and remind each other when they make mistakes or mistakes.

The more continuous the working relationship that motivates the nurse, the nurse's performance will be. This condition is in line with the results of the analysis of the results of the study obtained a p-value of 0.017, this means that there is an influence between motivation based on aspects of nurse work relations with other work units to present the best health services. According to Gunawan, the working relationship has a role in the smooth running of a company's operational activities. To create a good work environment you must also carry out good work relationships so that the performance or work performance of individuals and organizations can be achieved to the maximum. Employment relationships that occur between individuals within the company or the relationship between the company and individuals. The company and employees pay attention to each other's rights and obligations so that they can be bound by a good relationship [21].

The results of the same study showed a relationship between the work relationship and nurse performance. There is no gap and seniority between leaders and subordinates and mutual respect. Communication between leaders and nurses and nurses and nurses is well established. If there is a problem, it will be communicated immediately, either by meeting directly or communicating through groups on social media. Subordinates and leaders accept each other's opinions provide solutions and respect each other.

5. Conclusion

In conclusion, there exists a correlation between nurse performance within the inpatient ward of the Southeast Sulawesi Provincial Mental Hospital and various factors including work motivation stemming from a sense of responsibility, work performance, incentives, and interpersonal work relationships. Job performance has a stronger relationship with nurse performance. Conversely, a weak relationship occurs between the working relationship and the performance of nurses at RSJ Southeast Sulawesi Province. It is recommended to the Director of the Southeast Sulawesi Provincial Mental Hospital to optimize supervision to improve nurse performance, more optimal incentive management, and foster good working relationships between leaders subordinates, and fellow nurses.

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