Nurse's motivation and job satisfaction In providing nursing services during pandemic covid-19

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ABSTRACT

Background: Nurse job satisfaction is an important component of a nurse's life because it will have an impact on patient safety, productivity, performance and service quality. Job satisfaction felt by nurses appears with the motivation. The development carried out can help novice nurses become experts. This is also a process of maintaining the quality and increasing the competence of nurses. Objective: To analyze the work motivation of nurses on job satisfaction in providing nursing services during the pandemic.
Method: This descriptive correlational study was conducted using Cross Sectional approach involving 55 nurses. NonProbability Sampling and Purposive Sampling. This research instrument uses a questionnaire Application Needs A. Maslow - Nursalam. Data collection with frequency distribution analysis and SEM PLS 3.0 analysis.
Results: The final analysis showed This study illustrates that prehospital nurses obtained a positive mean value of 0.414 end obtained a development value the mean has a positive value of 0.517. The results showed that there were 2 dimensions of nurse motivation that were significantly related to job satisfaction, namely the Recognition of Job Satisfaction (p 0.007) and the Development Dimension of Job Satisfaction (p 0.000), meaning (sig value) < 0.05. Achievement (p 0.638), Nature of Work (p 0.621) and Responsibility (p 0.951) sig value > 0.05.
Conclusion: Focus on the development of education and knowledge, and make a planned schedule related to nurse development. the existence of full managerial support for nurses to be able to improve their performance so that nurses can achieve success in their careers. This can make nurses feel satisfied with the work they do
Keywords: Job Satisfaction, Motivation, Nurse, Pandemic Covid-19

INTRODUCTION

Job satisfaction concerns the general attitude of an individual towards his job. Someone with a high level of job satisfaction shows a positive attitude towards his job (1). Job satisfaction is a person's feelings towards his job. New satisfaction is really felt by customers when performance exceeds their expectations. Nurses' job satisfaction indicators include: Nurses who are satisfied with high quality, nurses work productively, tend to also increase patient satisfaction. The factor that is quite important in determining the level of nurse performance and the quality of achieving goals is motivation. This motivation is important because it can increase one's work capacity by about 60-70%.

Nursing service is a form of professional service that is an integral part of health services based on nursing knowledge and tips aimed at individuals, families, groups, or communities, both healthy and sick. Nurses during providing care need to have high motivation in

carrying out care services nursing. The low motivation of nurses will have an impact on the performance of nurses. very nurse requires work motivation or driving force so that an employee wants and willing to provide abilities in the form of expertise or skills, labor and its time to do something it is responsible for achieve certain goals (2). Nurse work motivation which is high will increase the performance of nurses so that each task will be carried out properly and correctly (3).

METHODS

This descriptive correlational research was conducted using a cross sectional approach involving 55 nurses. Non-Probability Sampling and Purposive Sampling. The instrument of this research is the Application of A. Maslow – Nursalam Needs Questionnaire. Convergent validity (factor loading value <0.5, if the loading factor value is <0.5 then, discarded from the measurement model. Cronbach composite reliability ≥ 0.7. Composite Reliability: Job Satisfaction (0.959), Recognition (0.900), Development (0.916), Achievement (0.956), Nature of Work (0.914), Responsibility (0.946). Data collection with frequency distribution analysis and SEM PLS 3.0

analysis. This research has passed the ethical review at the Health Research Ethics Committee of Dr. M. Djamil Padang. Description Of Ethical Approval "ETHICAL APPROVAL" with No: 324/KEPK/2021.
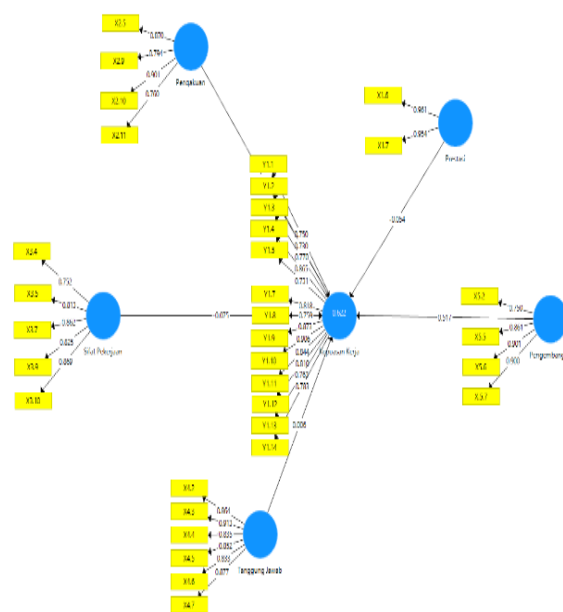
RESULTS

Image 1. Structural Model path coefficient result

Table 1. Hypothesis Test Results soursce: Research results, processed with *Smart* PLS 3.0, 2021

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	TStatistic (|O/STDEV|)	P Value
Confession → Job satisfaction	0.440	0.414	0.163	2.706	0.007
Development → Job satisfaction	0.517	0.494	0.118	4.377	0.000
Prestation → Job satisfaction	-0.054	-0.041	0.115	0.471	0.638
Nature of Work → Job satisfaction	-0.075	-0.074	0.151	0.495	0.621
Responsibility → Job satisfaction	0.006	0.048	0.099	0.062	0.951

Examines the significance of the influence of a variable that affects another variable that is influenced.

The sample mean value is positive at 0.414 and the significance value is 0.007 <0.05, so it can be concluded that the dimensions of job satisfaction on motivation

are significantly related to nurse job satisfaction.

The sample mean value is positive at 0.517 and the significance value is 0.000 <0.05, so it can be concluded that the dimension of development on motivation is significantly related to nurse job satisfaction.

The sample mean value is negative at -0.054 and the significance value is 0.638 > 0.05, so it can be concluded that the dimension of achievement on motivation is not significantly related to nurse job satisfaction.

The sample mean value is negative at -0.075 and a significance value is 0.621 > 0.05, so it can be concluded that the dimensions of the nature of work on motivation are not significantly related to nurse job satisfaction.

The sample mean value is positive at 0.006 and the significance value is 0.9511 > 0.05, so it can be concluded that the dimension of responsibility on motivation is not significantly related to nurse job satisfaction.

DISCUSSION

The sample mean value has a positive value of 0.414 and a significance value of 0.007 <0.05, so it can be concluded that the dimensions of job satisfaction on motivation are significantly related to nurse job satisfaction. The sample mean value has a positive value of 0.517 and a significance value of 0.000 <0.05, so it can be concluded that the dimension of development on motivation is significantly related to nurse job satisfaction. The sample mean value is negative at -0.054 and a significance value is 0.638 > 0.05, so it can be concluded that the achievement dimension on motivation is not significantly related to nurse job satisfaction. The sample mean value is negative -0.075 and the significance value is 0.621 > 0.05, so it can be concluded that the dimensions of the nature of work on motivation are not significantly related to nurse job satisfaction. The sample mean value is positive at 0.006 and the significance value is 0.9511 > 0.05, so it can

be concluded that the dimension of responsibility on motivation is not significantly related to nurse job satisfaction.

Relation of Recognition Dimensions on Work Motivation on Nurses' Work Motivation

Based on the results of the path coefficient model hypothesis analysis that was carried out on the relationship between the dimensions of job satisfaction on work motivation and work motivation, it was found that the P Value> 0.05 (p = 0.007). there is a significant relationship between recognition of work motivation and job satisfaction of nurses. This is in accordance with the research of (4). (2018) which states that there is a significant relationship between recognition and job satisfaction of nurses in the inpatient room at Tugurejo Hospital Semarang, where the p value = 0.005 is obtained. San low feels that his recognition of himself is not good.
Research conducted by (5) showed that there was a relationship between recognition and job satisfaction of nurses. Where nurses who feel they do not get recognition for their work tend to be dissatisfied with their work. Recognition is one of the needs of employees at work.

The Relationship of Development Dimensions on Work Motivation on Nurse Job Satisfaction.

There is a significant relationship between the dimensions of the development of the motivation variable on the job satisfaction of nurses. obtained p value = 0.000 (> 0.005). This is in line with the research of (4) which shows a p value = 0.000, which means that there is a significant relationship between the potential development of nurses and the job satisfaction of nurses in the inpatient room at Tugurejo Hospital Semarang.

Career development is an approach taken by an organization that aims to ensure that its members have the appropriate skills, abilities and experience that will be available when needed (6). Career development is also an identification process in developing

employee abilities that encourage professional attitudes so that potential employees can develop (7). For workers (nurses) career development can improve skills and encourage the growth of mental maturity.

(8) research (2015) states that the higher the career development of the implementing nurse, the higher the satisfaction of the implementing nurse at work. Implementation of career development in implementing nurses, can increase nurses' understanding in identifying career goals at work, so as to increase nurse satisfaction in providing good health services to patients.

The Relationship between Achievement Dimensions on Work Motivation and Nurse Job Satisfaction

Dimensions of achievement on work motivation on job satisfaction of nurses, obtained p value> 0.05 (p = 0.638). This shows Ha is rejected. So that there is no relationship between the dimensions of achievement on work motivation on job satisfaction of nurses. In contrast to research (9) which shows the results of p = 0.004 (<0.05) which means that there is a significant relationship between job performance and job satisfaction of nurses at the Inpatient Installation of the Klaten Islamic Hospital.

Work performance is also called work performance, or in English it is called "performance". Achievement is the result of work in quality and quantity obtained by a worker (nurse) in accordance with the responsibilities given to him (9) Nurses who have high job satisfaction show good work performance while nurses who lack commitment show poor performance (10).

Employee satisfaction is the result of the synergy of a number of internal organizational factors, external environmental factors and employee environmental factors. Employee internal factors are factors that come from within the employee (nurse) and are innate factors obtained from birth which are then influenced by the organization's internal

environment and the employee's external environment (nurse). These internal employee factors determine employee performance, so the better the internal factors, the better the employee performance (11).

In this study, the results showed that there was no relationship between nurse job performance and nurse job satisfaction

The Relationship of the Dimensions of the Nature Work on Work Motivation on Nurse Job Satisfaction

The dimensions of the nature work on work motivation on job satisfaction of implementing nurses obtained a significance value of 0.638 (> 0.05). This shows that Ha is rejected, so there is no significant relationship between the nature work on work motivation and job satisfaction of nurses in the hospital.

In contrast to the research of (12) shows the p value = 0.0009 where this value shows <0.05 which means there is a significant relationship between the nature of work and employee commitment. The tendency of employees who have a high level of satisfaction with the nature of the work will have a sufficient level of commitment. This shows that the more satisfied employees are with the nature of the work obtained in an agency, the better their commitment to the agency.

The nature of the work must be adjusted to the ability of the employee (nurse) so that it is not too easy and not too difficult for the employee (nurse). The nature of work that is too easy will cause employees to get bored and become less developed. Conversely, if the nature of the work is too difficult, it can cause a workload which will then have an impact on decreasing employee job satisfaction (nurses) so that the services provided are not optimal (12).

The Relationship of Responsibility Dimensions on Work Motivation on Nurse Job Satisfaction

Responsibility is an attitude related to promises or demands for rights, duties,

obligations in accordance with the rules, values, norms, and customs adopted by the community (13). Responsibility is one of the intrinsic factors of a person's work motivation that can affect job satisfaction. responsibility can not only be carried out by the workers but also must be accompanied by a responsibility or commitment from the hospital (14).

Based on the results of the analysis of the hypothesis between the dimensions of responsibility on work motivation and job satisfaction of implementing nurses, the p value = 0.9511 where the value is > 0.05 which means there is no significant relationship between the dimensions of responsibility on the motivation dimension. on job satisfaction of implementing nurses. This is in line with the research of (14) where p value = 0.371, which means there is no significant relationship between responsibility and job satisfaction of nurses and midwives at GMIBM Monompia General Hospital, Kotamobagu. This is because some of the health workers (nurses and midwives) have a poor level of responsibility, so they are dissatisfied with their work.

CONCLUSION

Focus on the development of education and knowledge, and make a planned schedule related to nurse development. the existence of full managerial support for nurses to be able to improve their performance so that nurses can achieve success in their careers. This can make nurses feel satisfied with the work they do

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Nurses have a role as a caregiver which is the main role where nurses will be actively involved for 24 hours in providing nursing care to patients. Nurses' job satisfaction will increase if they get high and appropriate motivation from the manager. Job satisfaction felt by nurses will appear feeling happy, have rational thoughts, have self-esteem, have vision and ideals. thanks to DIPA F.Kep who has helped in this research process and especially the manager of UP2M.

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