The Effect of Workload, Work Ethic, Competence on the Motivation and Performance of Nurses at the Inpatient Installation of Anwar Medika Hospital in Sidoarjo

Tri Dina Fitria[1], Siti Mujanah[2], Endah Budiarti[3]

[1]Economic Faculty, University 17 Agustus 1945 Surabaya
[2]Economic Faculty, University 17 Agustus 1945 Surabaya
[3]Economic Faculty, University 17 Agustus 1945 Surabaya
E-mail: dinafittria@gmail.com[1], sitimujanah@untag-sby.ac.id[2],
endahbudiarti@untag-sby.ac.id[3]

Abstract

This study aims to analyze the effect of workload, work ethic, competence on the motivation and performance of nurses at the inpatient installation of Anwar Medika Hospital in Sidoarjo. This study uses a quantitative design with an explanatory research approach. The sample used in this study were all 74 nurses at Anwar Medika Hospital in Sidoarjo. Primary data is used as a data source through the distribution of questionnaires which are then analyzed using PLS SEM. The results provide evidence that there is a significant impact of workload, work ethic, competence on the motivation and performance of nurses at the inpatient installation of Anwar Medika Hospital in Sidoarjo.

Keywords: Workload, Work Ethic, Competence, Motivation, Nurse Performance

INTRODUCTION

Efforts to promote quality in health services are not far from efforts to advance the quality of nursing. Therefore, nurses who are a team in health services are required to improve the quality of services in nursing (Depkes, 1997).

The importance of motivation is due to the expectation of each employee to be willing to work hard and show his enthusiasm in achieving higher work productivity. Work motivation is the amount of effort given by someone to do his job duties. The results of this effort appear in the form of a person's work performance which is the result of interaction or function of motivation and abilities and perceptions of a person. The theoretical basis above shows that every organization must maintain work motivation from its workforce, because work motivation affects work performance. Due to very tight work competition, we are required to have a high and noble work ethic. Based on the era of globalization, it requires companies to be more skilled through the growth of a higher work ethic. If we describe it in a smaller way, this ethos is an attitude of the whole diverse individual (Hasibuan, 2002).

Workers who receive workloads are adjusted and balanced with the abilities of both psychological and physical workers. In the field of nursing, the

workload of the workforce is caused by the function in the implementation of nursing care and in accordance with the standards of nursing care that it has. Handling emergency patients in the ER has a philosophy of Time Saving is Life Saving, meaning that all actions taken during an emergency must be completely safe, effective, and efficient (Wiyono, 2016).

Health workers, especially nurses in inpatient installations, have a workload that is not easy. If someone who works in a dissatisfied and unpleasant state, then the work will be a burden for himself. Therefore, a hospital requires health workers including nurses who always maintain quality, professionalism, and hospitality in every service provided to patients and their families. In improving nursing performance, the workforce has an impact, especially on the competence of nurses, their motivation and workload.

To realize good nurse performance, it must be supported by employee awareness of their work, which the awareness that is owned regarding the values followed by the company can be a differentiator of the identity of members in the company with members in different companies. Employees with good abilities and supported by a sense of belonging to the company will be able to carry out their responsibilities and duties better. So that the influence of work ethic and competence can increase work motivation and performance of nurses at Anwar Medika Hospital, Sidoarjo Regency.

METHOD

This study uses a quantitative design with an explanatory research approach. The sample were all 74 nurses at Anwar Medika Hospital in Sidoarjo. This study uses primary data through collecting questionnaire data whose contents are questions related to the variables used. The measurement of the variables was carried out using a Likert Scale using alternative answers, namely: 1 = Strongly Disagree (STS); 2 = Disagree (TS); 3 = Neutral (N); 4 = Agree (S); 5 = Strongly Agree (SS). Data collection techniques or survey techniques using a questionnaire instrument. The collected data is then analyzed using PLS-SEM.

RESULTS AND DISCUSSION
Structural Evaluation Model
Convergent Validity

Convergent validity is the use of reflexive measures to test the validity of a measurement model. The results of the analysis showed that the loading factors for all variables were higher than the recommended value of 0.5. The X2.1 indicator has a minimum value of 0.793, while the X2.1 indicator has a maximum value of 0.940. This proves that all metrics used in this study are valid or have reached convergent validity.

Discriminant Validity

The results of the analysis show that the loading factor for the Workload construct (X1.1 to X1.3) has a loading factor for the relevant construct, whose value is higher than the value of the other constructs.

Average Variance Extracted

Table 1. Average Variance Extracted (AVE)

	AVE	Squared AVE
Workload	0,773	0,879
Work Ethic	0,754	0,869
Performance	0,774	0,880
Competence	0,724	0,851
Motivation	0,752	0,867

Source: PLS Output

The results above indicate the fulfillment of good validity test standards on the variables used because the entire construct has an AVE value and the square root value of AVE is above 0.5.

Composite Reliability

Table 2. Composite Reliability

	Composite Reliability
Workload	0,911
Work Ethic	0,902
Performance	0,911
Competence	0,929
Motivation	0,901

Source: PLS Output

The results above indicate that all constructs meet the discriminant validity criteria because composite reliability is greater than 0.7 with the lowest composite reliability on the motivational construct of 0.901.

Table 3. Cronbach's Alpha

	Cronbach's Alpha
Workload	0,854
Work Ethic	0,835
Performance	0,854
Competence	0,905
Motivation	0,835

Source: PLS Output

The results above indicate that all constructs have Cronbach's Alpha values above 0.6. If the model is considered to fit the criteria for the outer model, then the inner model will be reviewed with the r-square value as follows:

Table 4. R Square

	R Square
Motivation	0,349
Performance	0,503

Source: PLS Output

The motivational structure value given in the table above is 0.349, which means that workload, morale, and ability explain 34.9% of the variation in the variable motivational value. In addition, the constructed value of nursing performance was 0.503, which means that workload, work ethic, competence, and motivation can explain 50.3% of the variance in nursing performance.
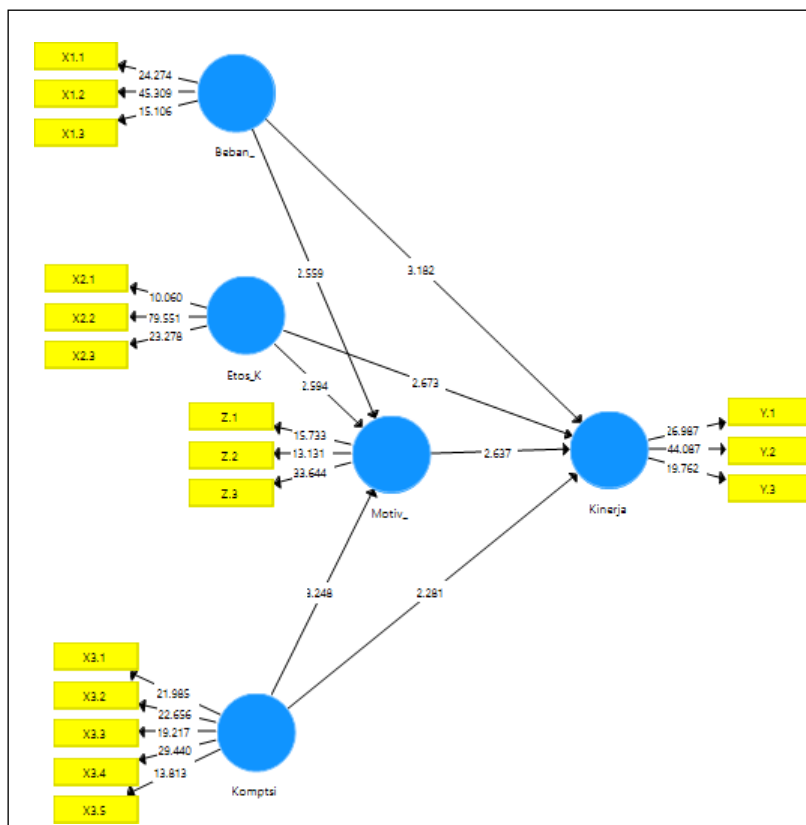
Hypothesis Test

Figure 1. Calculation Results Significant Effect Between Variables
Source: PLS Output

Table 5. Hypothesis Testing Results

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
Workload -> Motivation	-0,276	-0,269	0,108	2,559	0,011
Work Ethic -> Motivation	0,251	0,254	0,097	2,594	0,010

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
Competence -> Motivation	0,298	0,302	0,092	3,248	0,001
Workload -> Performance	-0,248	-0,256	0,078	3,182	0,002
Work Ethic -> Performance	0,228	0,230	0,085	2,673	0,008
Competence -> Performance	0,219	0,221	0,096	2,281	0,023
Motivation -> Performance	0,290	0,288	0,110	2,637	0,009

Source: PLS Output

Discussion

The Effect of Workload on Motivation

The high workload of nurses is very influential on work motivation, because with a high workload, nurses will feel fatigue which causes less focus on the tasks performed so that they experience a decrease in work motivation. Measuring workload brings several benefits to hospitals, pointing out that the underlying reason for measuring workload is to quantify the psychological cost that must be incurred when performing work in order to predict system and employee performance. The ultimate goal of these steps is to improve working conditions, better design work environments or more efficient workflows (Cain, 2007). According to Hendi & Sahya, (2010) there are three factors that affect work motivation, namely: (1) personal factors, including skills and abilities; (2) psychological factors, including work motivation, cognition, role, attitude and character; (3) organizational factors, including organizational structure , job design, leadership and reward systems.

According to Tarwaka, (2011), there are three dimensions of workload, namely time load, mental effort load, psychological stress load. Workload as a concept that arises due to limitations in completing tasks within a certain period of time. These limitations can hinder the achievement of work results and become gaps. This gap causes a decrease in work motivation. For this reason, an evaluation is needed in implementing an appropriate system in terms of workload for nurses. Good HR planning is something that needs to be considered so that the workload of nurses does not exceed capacity and still provides the best performance in serving patients, of course, to improve the quality of services, especially services from inpatient nurses.

The results of the analysis show that a high workload affects the decrease in work motivation of implementing nurses at the Bali Provincial Mental Hospital. This answers that the hypothesis (H1) is rejected. The workload of nurses at Anwar Medika Hospital, Sidoarjo Regency, one of which is an increase in the number of BPJS patients which is too much, causing fatigue at work and lack of coordination of nurses so that the work borne takes longer to complete. Thus, it is necessary to review the determination of the hypothesis considering that the results of this study are very inversely proportional to the hypotheses in future studies.

The Effect of Work Ethic on Motivation

In order to realize professional nurses who can provide excellent service and are able to achieve employee work performance as expected, of course requires an integrated management of human resources, so that they can be directed to achieve optimal performance at work, such as through efforts to foster the work ethic of employees. so that service tasks to the wider community can run smoothly as expected. The characteristics of the work ethic according to Muharram (2008) are: having a leadership spirit (leadership), always counting, respecting time, never feeling satisfied, efficient, having the instinct to compete and compete, thirst for knowledge, pay attention to health, tenacious and never give up.

The results of the analysis show that the Morowali District Forestry and Plantation Service has an understanding of a good work ethic and can increase good work motivation in carrying out its main tasks and functions so that it will help civil servants to improve their performance as expected, on the other hand, with an increased work ethic, will encourage employees to increase work motivation. It answers that Hypothesis (H2) is accepted.

The Effect of Competence on Motivation

The competencies, skills, attitudes and appreciation required to complete the task to support success. This indicates competencies include the responsibilities, skills, attitudes and appreciation that nurses must have in order to perform work tasks according to the tasks assigned by the organization. Competencies that must be mastered by nurses need to be stated in such a way so that they can be assessed, as a form of carrying out nursing care tasks that refer to direct experience. Competency performance assessments must be objective, based on the performance of people in the organization and demonstrate that they have acquired knowledge, skills, values and attitudes through learning.

The results of the analysis show that a good nurse's competence can influence work motivation well. This answers that the hypothesis (H3) is accepted. According to Robert and John (2011) stated that the factors that influence individual motivation are the ability or competence, the support received, the existence of the work they do, and their relationship with the organization. This research is supported by the theory that competence is a factor that affects the increase in work motivation of nurses at Anwar Medika Hospital.

The Effect of Workload on Nurse Performance

According to RI Law No. 38 of 2014, a registered nurse is a person who is competent and recognized by the government. Nursing service is a form of professional health service based on nursing knowledge and advice for individuals, families, groups and communities, whether healthy or sick. Nurses in providing services are carried out constantly, continuously, and contribute to determining the quality of the hospital (Nursalam, 2015).

These findings support research by Marquis, B.L and Huston (2015), entitled Relationship between Workload and Nurse Performance in Inpatient Installation C1 RSUP Prof. Dr. R. D. Kandou Manado who stated that there was a relationship between workload and nurse performance in providing nursing care at the C1 Inpatient Installation of Prof. RSUP. Dr. R.D. Kandou Manado. This study is in line with research conducted by Ramli et al (2010) concerning the Relationship of Individual Characteristics and Workload with Nurse Performance in the Inpatient Installation Room of Haji Makasar Hospital which stated that there was a relationship between workload and nurse performance. The same study was also conducted by Afandi, (2013) at the Saras Husada Hospital, Purworejo which stated that there was a relationship between workload and nurse performance.

In carrying out nursing care, there are various factors that affect the performance of a nurse, basically the level of performance of nurses is influenced by factors from within the nurse and external factors. Factors from within the nurse include knowledge and skills, competencies that are appropriate to their work, work motivation, and job satisfaction. Meanwhile, factors from outside of the nurse, namely the workload and leadership style in the organization, play a very important role in influencing the performance of nurses (Nursalam, 2013). This answers that Hypothesis (H4) is rejected. This research is supported by the theory that workload is a factor that influences the performance improvement of nurses at Anwar Medika Hospital.

The Effect of Work Ethic on Nurse Performance

Nurses who have a good work ethic, are trained and skilled will produce excellent service. A nurse with a good work ethic not only needs to have the skills, knowledge and attitude, but also has the desire and enthusiasm for high achievement in developing the organization and hospital where she takes shelter and works. Nurses who have a good work ethic have characteristics or traits including work is a moral responsibility, has high work discipline and a feeling of pride in their work (Tasmara, 2007). The intensity of meeting with patients is experienced by nurses more often than others so that the elements of friendliness, patience and caring skills must be possessed by a nurse

The increase in the value of work ethic has a significant effect on increasing nurse performance. The results of this study are in line with research conducted by Pasaribu and Bukhari (2019), entitled The Effect of Work Ethic, Reward, and Punishment on the Performance of Hospital Nurses. Dr. Pirngadi Medan city which stated that the results of the research at the 95% confidence level and the 5% test level showed that work ethic, reward and punishment had a positive and significant effect simultaneously on the performance of nurses at RSUD Dr. Pirngadi Medan City, then partially work ethic has a positive and significant effect on nurse performance.

An increase in the work ethic in nurses will affect the quality of services provided, so the function of nurses will be very important because they are the spearhead of hospital services. The role of the nurse's work ethic is very important because it affects work productivity which is supported by management, facilities and infrastructure, production equipment, work environment and human resources. Thus, the increase in the work ethic of nurses will improve the performance of nurses so as to provide excellent service to patients (Badaruddin, 2008; Suwarto *et al*, 2019). This answers that the hypothesis (H5) is accepted. This research is supported by the theory that work ethic is a factor that influences the performance improvement of nurses at Anwar Medika Hospital.

The Effect of Competence on Nurse Performance

Competence has the meaning of skill, authority, expertise. Competence also means the side of excess, individual attitude skills or someone who has intelligence, attitude, and skills. The characteristic of competence is something that is used as a component of personal characteristics and is used as a component of individual attitudes when carrying out obligations and responsibilities at work (Mangkunegara, 2008). Nurse competence is a nurse's skill in carrying out nursing practice in line with insight, ability, behavior and measurement based on basic education (basic education) and the purpose of nursing actions that are evaluated in line with the nurse's performance. Aims to consistently maintain the quality of health and patient safety (Bartlett, 2010). The results of this study are in line with the research conducted by Sanjaya *et al* (2016) entitled The Effect of Competence and Motivation on Nurse Performance on Nursing Care Documentation in the Inpatient Room of the Tourism Hospital, East Indonesia University, Makassar.

The level of competence possessed by a nurse greatly affects the level of performance produced. Most of the nurses at Anwar Medika Hospital have an education level of S1 Nursing Profession which is the standard and benchmark that the competencies possessed by nurses are currently quite good. Through the competence inherent in nurses, it is hoped that they can carry out a measurable work process and can provide maximum performance, and patients and their families can feel satisfaction through the services provided by nurses at Anwar

Medika Hospital. It answers that Hypothesis (H6) is accepted. This research is supported by the theory that competence is a factor that influences the performance improvement of nurses at Anwar Medika Hospital.

The Effect of Motivation on Nurse Performance

Motivation is defined as a force, drive, need, spirit, pressure or psychological mechanism that encourages a person or group to achieve certain achievements in accordance with what they want. Strengths, drives, needs, pressures, and psychological mechanisms referred to above are an accumulation of internal and external factors. Internal factors source from within the individual itself, while external factors source from outside the individual (Triwibowo, 2013). The results of this study are in line with the research conducted by Maulani and Dasuki (2018), entitled Relationship of Education, Work Motivation, Supervision of the Head of the Room with Nurse Performance at the Hanafie Muara Bungo Hospital which stated that the results of research on work motivation were high and led to good performance. This is because nurses always work as well as possible in accordance with their responsibilities, there are rewards given by superiors, and work teams that have a vision and mission in line.

This research is in line with the previous research conducted by Tussaleha and Kadrianti, (2014) entitled The Relationship between the Application of Team Methods and the Performance of Implementing Nurses in the Internal Inpatient Room of Daya Makassar Hospital. With the responsibility given by the nurse, it will motivate them to improve their performance according to the expectations and responsibilities given. Likewise with the results of this study that good nurse performance is closely related to the work motivation of the nurses themselves. Work motivation is considered a decisive thing to produce something that can lead to high work performance motivation so that the performance of nurses is also good because they provide excellent service and provide satisfaction to patients and their families. This answers that Hypothesis (H7) is accepted. This research is supported by the theory that work motivation is a factor that influences the performance improvement of nurses at Anwar Medika Hospital in Sidoarjo Regency.

CONCLUSION

Reviewing the results of the analysis, it can be concluded that there is a significant impact of workload, work ethic and competence on motivation, but workload has a negative direction while work ethic and competence has a positive direction. In addition, it was also found that there was a significant impact of workload, work ethic and competence on nurse performance, but workload had a negative direction, while work ethic and competence had a positive direction. Furthermore, it was found that motivation had a significant impact in a positive direction on nurse performance.

REFERENCES

Afandi. (2013). Hubungan Beban Kerja dengan Kinerja Perawat di RSUD Saras Husada Purworejo. *Universitas Muhammadiyah Yogyakarta*.

Bartlett, C. S. (2010). Creating Change: An Experiential Quality Improvement and Patient Safety Curriculum for Medical Students. *Journal of American Medical Colleges*.

Cain, B. (2007). *A Review of the Mental Workload Literature. Defence Research and Development Canada Toronto Human System Integration Section*.

Depkes, R. (1997). *Pedoman pengelolaan Rekam Medis Rumah Sakit di Indonesia*. Departemen Kesehatan.

Hasibuan, M. S. P. (2002). *Manajemen Sumber Daya Manusia*. PT Bumi Perkasa.

Hendi, S., & Sahya, A. (2010). *Perilaku Organisasi*. CV Pustaka Setia.

Mangkunegara, A. P. (2008). *Manajemen Sumber Daya manusia Perusahaan*. Rosda.

Marquis, B.L dan Huston, C. . (2015). *Leaderships roles and management functions in nursing* (3rd ed.). Lippincot –Raven Publisher.

Maulani dan Dasuki. (2018). Hubungan Pendidikan, Motivasi Kerja, Supervisi Kepala Ruangan dengan Kinerja Perawat RSUD Hanafie Muara Bungo. *STIKES Harapan Ibu*.

Muharram, O. . (2008). Perubahan Sikap dan Etos Kerja Masyarakat Eksodus di Pulau Buton. *Universitas Terbuka UPBJJ Kediri*.

Nursalam. (2013). *Metodologi Penelitian Ilmu Keperawatan: Pendekatan Praktis* (3rd ed.). Salemba Medika.

Nursalam. (2015). *Metodologi ilmu keperawatan* (4th ed.). Salemba Medika.

Pasaribu dan Bukhari. (2019). Pengaruh Motivasi, Kompetensi, dan Lingkungan Kerja terhadap Kinerja Pegawai. Jurnal Ilmiah Magister Manajemen,. *Jurnal Ilmiah Magister Manajemen*, *2*(1), 89–103.

Ramli et al. (2010). Hubungan Karakteristik Individu dan Beban Kerja dengan Kinerja Perawat di Ruang Inap RSU Haji Makasar. *Jurnal Universitas Hasannudin*.

Robert, M. L. dan J. H. J. (2011). *Manajemen Sumber Daya Manusia* (1st ed.). Salemba Empat.

Sanjaya, H., Gunawan, & E. (2016). Pengaruh Kompetensi dan Motivasi Terhadap Kinerja Perawat Pada Dokumentasi Asuhan Keperawatan di Ruang Rawat Inap RSU Wisata Universitas Indonesia Timur Makassar. *Jurnal Mirai Management*, *1*(1), 1–2.

Suwarto, Tri, Y. dan H. M. (2019). Hubungan Fokus Pada Pekerjaan Dengan Etos Kerja Perawat Di Rsud Dr. R. Soetijono Blora. *Jurnal Ilmu Keperawatan Dan Kebidanan*, *10*(1), 213–220.

Tarwaka. (2011). *Ergonomi Industri, Dasar-Dasar Pengetahuan Ergonomi dan Aplikasi Di Tempat Kerja*. Harapan Press.

Tasmara. (2007). *Spiritual centered leadership - kepemimpinan berbasis spiritual*. Gema Insani.

Triwibowo, C. (2013). *Manajemen Pelayanan Keperawatan di Rumah Sakit*. Trans Info Media.

Tussaleha, M. dan E. K. (2014). Hubungan Penerapan Metode Tim Dengan Kinerja Perawat Pelaksana Di Ruang Rawat Inap Interna Di RSUD Daya Kota Makassar. *Urnal STIKES Nani Hasanuddin Makassar*, *5*(3), 278–284.

Wiyono, H. (2016). Gambaran Tingkat Kepuasan Pasien Tentang Pelayanan Di Instalasi Gawat Darurat Rumah Sakit Umum Daerah Sukoharjo. *Universitas Muhammadiyah Surakarta*.