KNOWLEDGE TO INCREASE NURSING WORK PERFORMANCE INPATIENT CARE: EMPIRICAL STUDY AT RSUD TAMANSARI

Mochammad Adam Eldi, Supriyantoro, M.F Arrozi Adhikara
Esa Unggul University
Email: adam.eldi0601@gmail.com, supriyantoro@esaunggul.ac.id, arrozi@esaunggul.ac.id

ABSTRACT
The hospital has the role of providing a holistic health care services. Nursing personnel makes up the largest proportion, which are almost 50% of all hospital human resources. The purpose of this study is to determine the effect analysis of motivation, workload and knowledge on the performance of nursing staff at RSUD Tamansari inpatient care. The method used in this study is cross sectional in the form of quantitative causality. Data collection used a survey method by taking questionnaires from 41 nurses in the inpatient unit of RSUD Tamansari. The sampling technique used in this study is total sampling. The analysis between variables using multiple linear regression test. The results showed that motivation and knowledge variables had a significant value of <0.05, while the workload variable had a significant value of >0.05. The research findings show that the dominant knowledge variable influences the performance of nursing staff inpatient care at RSUD Tamansari. The conclusion in this study is that motivation and knowledge have a direct and significant effect on the performance of nursing staff at inpatient care at RSUD Tamansari and workload does not have a direct and significant effect on the performance of nursing staff at inpatient care at RSUD Tamansari. One of the managerial implications is that hospital management and training units need to improve the education and training system as a priority.

INTRODUCTION

Health development is an integral and most important part of national development. The purpose of implementing health development is to increase awareness, willingness and ability for everyone to live healthily in order to create an optimal degree of public health. The success of health development plays an important role in improving the quality and competitiveness of Indonesia's human resources. To achieve these health development goals, various health efforts are carried out in a comprehensive, tiered and integrated manner.

Health care support are carried out by health promotion (promotive), disease prevention (preventive), disease healing (curative) and recovery (rehabilitative) approaches which are carried out in a comprehensive, integrated and continuous manner.

The quality of service in hospitals is strongly influenced by many factors, one of which is human resources. The condition of very heterogeneous resources in hospitals needs special attention so that they have a major influence on the quality of hospital services. Nursing services are an integral part of health services in hospitals, which have an important role in improving quality of service and the satisfaction of patients.

According to (Al-kaabi, Potter, & Naim, 2007) one of the efforts to improve nursing services in hospitals is to provide motivation to nursing staff. Motivated nursing staff will produce good work performance which directly impacts clients as recipients of nursing care.

According to (Massie, 2015) performance is basically what employees did or didn't do. Employee performance affects how much they contribute to the organization. Performance improvement for both individuals and groups is the center of attention in efforts to improve organizational performance. The current performance of nursing staff can be seen from the quality of nursing care. Quality nursing patient care is nursing service that can satisfy (Turkel, 2007).

According to (Angela M. Gibson, Bratchell, & Roberts, 1987) theoretically, there are three groups of variables that influence work behavior and individual performance, namely individual variables, consisting of knowledge; abilities and skills; mental and physical; background: family, social level, experience; demographics: age, ethnicity, gender. Then organizational variables, consisting of resources, leadership, reward, structure, job design, supervision and finally psychological variables, consisting of: perception, attitude, personality, learning, motivation.

Performance assessment of the nursing staff at RSUD Tamansari uses an evaluation of continuous professional practice (OPPE) Nursing. The indicators assessed include 4 indicators, namely: Nursing Professional Practice, Implementation of Ethics and Discipline in Nursing Practice, Clinical Professional Development (CPD). Clinical Professional Development (CPD) and mastery of the work field (knowledge and skills about the organization and work field).

Based on the results of observations and pre-survey interviews that the authors conducted on 41 nursing staff in inpatient care at Tamansari Hospital, the results showed that work motivation (29%), workload (24%) and knowledge (22%) affected their performance.

The first factor affecting performance is work motivation. Every activity carried out by a person is driven by a force within that person, this driving force is called motivation. According to (George, 2005), one indicator of work motivation is the direction of behavior.The direction of behavior is the behavior that a person chooses at work.

The second factor that affects performance is workload. Workload also includes problems encountered in inpatient care at Tamansari Hospital. Complaints of nursing staff regarding workload are that there are quite a lot of additional tasks. All nursing staff at the Tamansari Hospital inpatient care received additional assignments. Additional assignments given to nursing staff in inpatient care averages up to four (4) additional assignments.

The third factor that affects performance is knowledge. Based on the results of a preliminary survey conducted at RSUD Tamansari, there were several nursing staff who were interviewed by the researcher, they provided information that nursing staff had good performance in providing services to patients who were inpatients. However, several other nursing staff stated that there was a lack of information or socialization regarding the latest SOP and guidelines for nursing staff in their rooms, which resulted in nursing staff not understanding about the latest nursing care.

Based on the conditions described above, it can affect the performance of nursing staff at the RSUD Tamansari. For this reason, researchers want to conduct research on factors related to the knowledge, motivation and workload of nursing staff in hospitalization. Based on that, the aim of this study was to determine the effect of motivation, workload and knowledge on the performance of nursing staff at RSUD Tamansari Inpatient Care.

RESEARCH METHODS

Study design

This study uses a quantitative approach, survey methods and analysis between variables using multiple linear regression test.

Sample and sampling techniques

In this study, the number of samples was 41 people. The inclusion criteria for this research are : (1) All nursing staff of the inpatient care at Tamansari Hospital, both civil servants and non civil servants (2) Willing to be included in this research and able to answer research questions. While the exclusion criteria are : (1) General employees and PHL (freelance daily workers); (2) Nursing staff who refused to be included in this study; (3) In training nursing personnel

Study Instruments
Motivation

In the motivation questionnaire, there are 2 components (consisting of internal motivation and external motivation) and 8 statements. This instrument has been tested for validity by conducting tests on 41 respondents at RSUD of the same type as Tamansari Hospital and obtained the value of r count > 0.316. In addition, this instrument has also gone through a reliability test to see the consistency of the instrument with a Cronbach Alpha value of 0.863 which states that this instrument is reliable.

Workload

In the workload questionnaire, there are 3 components (consisting of Task Demand, Effort and Performance) and 9 statements. This instrument has been tested for validity by conducting trials on 41 respondents at RSUD of the same type as Tamansari Hospital and the r count value is > 0.316. In addition, this instrument has also gone through a reliability test to see the consistency of the instrument with a Cronbach Alpha value of 0.833 which states that this instrument is reliable.

Knowledge

In the knowledge questionnaire, there are 3 components (consisting of Meaning, Data and Logic) and 9 statements. This instrument has been tested for validity by conducting tests on 41 respondents at RSUD of the same type as Tamansari Hospital and obtained the value of r count > 0.316. In addition, this instrument has also gone through a reliability test to see the consistency of the instrument with a Cronbach Alpha value of 0.909 which states that this instrument is reliable

Nursing Performance Inpatient Care

In the nursing performance inpatient care questionnaire, there are 4 components (consisting of quality, quantity, timeliness (work time), and cooperation) and 12 statements. This instrument has been tested for validity by conducting tests on 41 respondents at RSUD of the same type as Tamansari Hospital and obtained the value of r count > 0.316. In addition, this instrument has also gone through a reliability test to see the consistency of the instrument with a Cronbach Alpha value of 0.913 which states that this instrument is reliable.

Variable Descriptive Analysis

Variable descriptives are used to determine respondents' answers to the variables of motivation, work ability, work environment and employee performance. Scores which are given by respondents can describe perceptions about research variables. Respondents' answer scale ranged from 1 to 5. Criteria in the perceptual index using the three-box criterion (three-box method). This method is done by dividing the total value of the index into three parts. The total index value is 100, which will produce a scale range of 30 which will be used as the basis for interpreting the index value (August & Shanahan, 2017).

If the index value resulted in 10-40, it indicates a low consumer perception, meanwhile if the index value resulted in 41-79, it indicates a moderate consumer perception, and if the index value resulted in 71-100, it indicates a high consumer perception. Apart from using the three box method, variable descriptions according to respondents can be carried out with descriptive analysis using the SPSS program.

Statistic Analysis

The statistical analysis used in this study is a multiple linear regression test. Before carrying out the multiple linear regression test, a data normality assumption test was carried out in the SPSS program by using the Kolmogorov Smirnov value. In addition, a multicollinearity test was also carried out to see whether there was a correlation between the independent variables. Simultaneous test (F test) was carried out to see whether there is an association between motivation, work performance and work environment variables on employee performance at RSUD Tamansari simultaneously. Meanwhile, the partial test (t test) was used to determine the association between each independent and dependent variable partially.

RESULTS AND DISCUSSION
Respondent's characteristics

Based on the questionnaire distributed by the researcher, data obtained showed the distribution of respondents based on the demographic of the respondents. Of the 41 respondents, the

number of female respondents were more than male respondents with the percentage of female respondents were 34 respondents (82.9%) and male respondents were 7 respondents (17.1%).

Most of the respondents' ages ranged from 25 to 30 years which consisted a total of 19 respondents (46.3%), 17 respondents (41.5%) were within the age group 31-35 years, 4 respondents (9.8%) were within the age group 36-40 years and only 1 respondent (2.4%) were within the age group of >40 years. Educational background of most respondents were DIII Nursing with a total of 25 respondents (61.0%), DIII Midwifery with a total of 14 respondents (34.1%) and S1 Nursing with a total of 2 respondents (4.9%). As for marital status, 33 respondents (80.5%) were married while 8 respondents (19.5%) were unmarried.

Table 1. Table of Multiple Linear Regression Equation Results

Model	β	T	Sig
Constant		0.474	0.638
Motivation	0.249	2.471	0.018
Workload	0.129	1.065	0.294
Knowledge	0.610	5.100	0.000
Nursing Performance in Inpatient Care			

Table 1 outlines the influence of motivation and knowledge on the nursing staff's performance of inpatient care at RSUD Tamansari, which concluded that the employee's performance can be influenced by motivation and knowledge. The workload variable has no effect on the performance of the nursing staff at RSUD Tamansari inpatient care.

Table 2. Simultaneous Hypothesis Test Table (F test)

Model	Mean Square	F	Sign
Regrression	167.881	30.244	0.000[b]
Residual	5.551		
Total			
a. Nursing Performance in Inpatient Care			
b. Knowledge, Motivation, Workload			

Table 2 outlines that the test results simultaneously or simultaneously stated that the independent variables of motivation, workload and knowledge had a significant effect on the performance of nursing staff at RSUD Tamansari

Table 3. Partial Test Table (T test)

Model	β	T	Sig
Constant		0.474	0.638
Motivation	0.249	2.471	0.018
Workload	0.129	1.065	0.294
Knowledge	0.610	5.100	0.000
Nursing Performance in Inpatient Care			

Table 3 outlines that the workload did not affect the performance of nursing staff at RSUD Tamansari inpatient care. Motivation influences the performance of nursing staff inpatient care at RSUD Tamansari. Knowledge also affects the performance of nursing staff inpatient care at RSUD Tamansari.

DISCUSSION

Influence of motivation on nursing performance inpatient care at RSUD Tamansari

The findings of this study states that there was a significant influence between motivation on nursing performance inpatient care at RSUD Tamansari. This research is in accordance with Frederick Herzberg's two-factor theory cited by (Campbell, Bourell, & Gibson, 2012), namely the theory that links intrinsic factors to job satisfaction (motivation factors), while linking extrinsic factors to job dissatisfaction (hygiene factors). According to Herzberg, this factor does not motivate employees to work. As for what can arouse enthusiasm for work is a motivator. This factor consists of success factors, awards, self-employment factors, sense of responsibility, and improvement factors.

This findings are consistent with the results of statistical analysis conducted by (Abdullah, 2012), where it is known that there is a significant relationship between motivation and the employees' performance of preventing nosocomial infections at RSUD Haji Makassar. Motivation described by (Abdullah et al., 2012) outlines that the percentage of good performance is mostly shown by nurses who have high motivation, p value = 0,000, which concludes that high motivation is consistent with good performance.

The success of a leader in motivating their employees can encourage enthusiasm which may increase job satisfaction and employee productivity, creating a good working atmosphere and relationship, increasing employee creativity and participation, heightening the sense of responsibility for their duties, as well as increasing the efficiency of tools and materials. Thus, all employees will have a strong motivation, so as to improve the performance of nursing staff according to the established standards and provide an optimal service.

The influence of workload on the performance of nursing staff inpatient care at RSUD Tamansari

Based on the results of the study, it was found that workload did not have a significant effect on nursing performance inpatient care at RSUD Tamansari. This finding is in accordance with the theory (Lorna J. Gibson, 2012) workload is a pressure as a response that cannot adapt, which is influenced by individual differences or psychological processes, namely a consequence of any external action (environment, situation, event which takes up a lot of psychological or physical demands) on a person.

According to (Timpe, Ulrich, & Fouassier, 1993) workload is caused by external (environmental) factors and internal (personal) factors from the nurses themselves. Individual factors or the condition of the nurse itself is defined by the high ability and hard work in carrying out the responsibilities regardless of a high workload to carry out their duties and responsibilities. Regardless of the high workload at RSUD Tamansari Inpatient Unit, both individual and external factors of nursing staff still resulted in a good performance.

The findings of this study are consistent with the study conducted (Mudayana, 2012), The Relationship between Workload and Employee Performance at Nur Hidayah Bantul Hospital, Bantul in 2012, which also states that workload does not affect the performance of employees at Nur Hidayah Hospital, Bantul. In general, workload is not related to the performance of nursing staff, however, awareness of excessive workload still needs to be cautioned in order to prevent accidents from high workload.

Excessive workload may lead to burnout which can affect motivation and decrease performance (Van den Hombergh et al., 2009). According to (Gürses, Civalek, Korkmaz, & Ersoy, 2009), workload may affect work stress which leads to low performance in patient care and safety.

The influence of knowledge on the performance of nursing staff inpatient care at RSUD Tamansari

The findings of this study states that there was a significant influence between knowledge on nursing performance inpatient care at RSUD Tamansari. This finding is in accordance with the theory of (Locke, Sirota, & Wolfson, 1976), knowledge is the whole idea, thoughts, concepts and understanding that a person has about the world and all its contents including humans and their lives.

According to (Manikkam, Tracey, Guerrero-Bosagna, & Skinner, 2013), if someone can answer questions in a certain field by means of speech or writing, then it is said that the person knows that field, and the answers given are called knowledge. One's knowledge can be obtained through education or experience. This is in line with the statement (Mastini, Suryadhi, & Suryani, 2015) that the formation of a new behavior begins in the cognitive domain, in the sense that the subject knows in advance about the stimulus in the form of material or objects, giving rise to new knowledge in the subject of objects that are fully known, thus giving a response in the form of action in relation to a known stimulus.

The findings of this study are in accordance with research conducted by Istanto, where there is a significant relationship between knowledge and the implementation of standard nursing care in the inpatient care at Ambarawa Hospital. Likewise, research that is conducted by (Atanay, 2008) also states that there is a relationship between knowledge and nurse performance in implementing nursing care at Fak-Fak Hospital.

The effect of motivation, workload, knowledge on the performance of nursing staff inpatient care at RSUD Tamansari

The performance of nursing staff at RSUD Tamansari inpatient care may be influenced by several factors. Several previous studies were used as a basis for researchers and showed the extent to which research on the performance of nursing staff at RSUD Tamansari was carried out. Performance achievement plays a significant role in the intensity of nursing staff. The performance of nursing staff inpatient care at RSUD Tamansari is created by motivation and supporting knowledge.

RESEARCH FINDINGS

In this study, there were four variables, which are motivation, workload, knowledge and performance of nurse staff. Based on research data that has been statistically analyzed, there are findings that the dominant variable influences the performance of nursing staff inpatient care at RSUD Tamansari, namely the knowledge variable with a sig 0.000 result <0.05.

This finding is consistent with the study (Mastini et al., 2015) that the formation of a new behavior begins in the cognitive domain, in the sense that the subject knows in advance about the stimulus in the form of material or object, giving rise to new knowledge of the subject regarding objects that are fully known and, thus giving a further response in the form of an action in relation to a known stimulus. Therefore, knowledge is a very important domain for the formation of one's actions and documentation of proper nursing care is important to be done correctly.

CONCLUSION

Based on the results of the study it can be concluded that : (1) The motivational variable has a direct and significant effect on the performance of nursing staff inpatient care at RSUD Tamansari; (2) The workload variable has no direct and significant effect on the performance of nursing staff at RSUD Tamansari; (3) The knowledge variable has a direct and significant effect on the performance of nursing staff inpatient care at RSUD Tamansari; (4) The results of simultaneous testing of motivation, workload and knowledge variables have a direct and significant effect on the performance of nursing staff at inpatient care at RSUD Tamansari.

BIBLIOGRAFI

Abdullah, Ramli. (2012). Pembelajaran berbasis pemanfaatan sumber belajar. *Jurnal Ilmiah Didaktika: Media Ilmiah Pendidikan Dan Pengajaran*, 12(2).

Al-kaabi, Hamad, Potter, Andrew, & Naim, Mohamed. (2007). An outsourcing decision model for airlines' MRO activities. *Journal of Quality in Maintenance Engineering*, 13(3), 217–227.

Atanay, Ruth Susana. (2008). *Analisis faktor–faktor yang mempengaruhi kinerja perawat dalam melaksanakan asuhan keperawatan di Rumah Sakit Umum Fak-Fak*. Universitas Diponegoro.

August, Diane, & Shanahan, Timothy. (2017). *Developing literacy in second-language learners: Report of the National Literacy Panel on Language-Minority Children and Youth*. Routledge.

Campbell, Ian, Bourell, David, & Gibson, Ian. (2012). Additive manufacturing: rapid prototyping comes of age. *Rapid Prototyping Journal, 18*(4), 255–258.

George, Gerard. (2005). Slack resources and the performance of privately held firms. *Academy of Management Journal, 48*(4), 661–676.

Gibson, Angela M., Bratchell, N., & Roberts, T. A. (1987). The effect of sodium chloride and temperature on the rate and extent of growth of Clostridium botulinum type A in pasteurized pork slurry. *Journal of Applied Microbiology, 62*(6), 479–490.

Gibson, Lorna J. (2012). The hierarchical structure and mechanics of plant materials. *Journal of the Royal Society Interface, 9*(76), 2749–2766.

Gürses, Murat, Civalek, Ömer, Korkmaz, Armagan K., & Ersoy, Hakan. (2009). Free vibration analysis of symmetric laminated skew plates by discrete singular convolution technique based on first-order shear deformation theory. *International Journal for Numerical Methods in Engineering, 79*(3), 290–313.

Locke, Edwin A., Sirota, David, & Wolfson, Alan D. (1976). An experimental case study of the successes and failures of job enrichment in a government agency. *Journal of Applied Psychology, 61*(6), 701.

Manikkam, Mohan, Tracey, Rebecca, Guerrero-Bosagna, Carlos, & Skinner, Michael K. (2013). Plastics derived endocrine disruptors (BPA, DEHP and DBP) induce epigenetic transgenerational inheritance of obesity, reproductive disease and sperm epimutations. *PloS One, 8*(1), e55387.

Massie, Renaldy. (2015). Pengaruh perencanaan karir, pelatihan dan Pengembangan karir terhadap kinerja pegawai pada museum negeri provinsi sulawesi utara. *Jurnal Berkala Ilmiah Efisiensi, 15*(5).

Mastini, Putri, Suryadhi, Nyoman Tigeh, & Suryani, Alit. (2015). Hubungan tingkat pengetahuan, Sikap, Beban kerja perawat dengan kelengkapan Dokumentasi Asuhan keperawatan di IRNA IGD RSUP Sanglah Denpasar. *Public Health and Preventive Medicine Archive, 3*(1), 40–43.

Mudayana, Ahmad Ahid. (2012). Hubungan beban kerja dengan kinerja karyawan di Rumah Sakit Nur Hidayah Bantul. *Kes Mas: Jurnal Fakultas Kesehatan Masyarakat Universitas Ahmad Daulan, 6*(1), 24956.

Timpe, H. J., Ulrich, S., & Fouassier, J. P. (1993). Photochemistry and use of decahydroacridine-1, 8-diones as photosensitizers for onium salt decomposition. *Journal of Photochemistry and Photobiology A: Chemistry, 73*(2), 139–150.

Turkel, Marian C. (2007). Continuing education: Dr. Marilyn Ray's theory of bureaucratic caring. *International Journal of Human Caring, 11*(4), 57–75.

Van den Hombergh, Pieter, Künzi, Beat, Elwyn, Glyn, van Doremalen, Jan,

Akkermans, Reinier, Grol, Richard, & Wensing, Michel. (2009). High workload and job stress are associated with lower practice performance in general practice: an observational study in 239 general practices in the Netherlands. *BMC Health Services Research*, 9(1), 1–8.