

# Effect of Quality of Work Life, Motivation, and Reward on the Performance of Inpatient Nurses at the Regional General Hospital dr. Zubir Mahmud IDI, East Aceh Regency in 2021

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## Abstract

*This study aims to determine effect of quality of work life, motivation, and reward on the performance of inpatient nurses at the Regional General Hospital dr. Zubir Mahmud IDI, East Aceh Regency in 2021. This research method is analytic with a cross sectional design using primary data obtained from filling in using a questionnaire with a sample of 54 respondents using a total sampling technique. Data was bivariate analysis with chi-square test. The results showed that there was a relationship between quality of work life on the performance of inpatient nurses ( $p\text{-value}=0.002 < \alpha=0.05$ ). There is a relationship between motivation on the performance of inpatient nurses ( $p\text{-value}=0.000 < \alpha=0.05$ ). There is a relationship between reward on the performance of inpatient nurses ( $p\text{-value}=0.006 < \alpha=0.05$ ).*

## Keywords

quality of work life;  
motivation; reward;  
performance of inpatient  
nurses



## I. Introduction

Law No. 44 of 2009 concerning hospitals states that hospitals are health service institutions that provide complete individual health services, which provide outpatient, inpatient, and emergency services. Based on the Ministry of Health of the Republic of Indonesia, a hospital is an individual health service institution, which has qualified human resources who play a very important role in supporting the health services provided.

Human resources is an important asset in the organization that provides maximum contribution. The capabilities and expertise of human resources must be improved continuously. Based on recapitulation data obtained by BPPSDMK as of December 2016, the total health resources utilized in health care facilities from 15,263 health service units throughout Indonesia reached 1,000,780 people. The ratio of nurses in 2016 nationally was 113.40 per 100,000 population, this figure is still far from the 2019 target of 180 per 100,000 population and also has not reached the previous target (in 2014) which is 158 per 100,000 population. Meanwhile, based on membership reports recorded in the PPNI information system, the number of nurses in Indonesia who registered until April 2017 was 359,339 nurses, consisting of 29% (103,013 people) male nurses, and 71% (256,326 people) female nurses.

Nurses have an important position in producing health services in hospitals, because the services provided in which these services are provided 24 hours and continuously are a distinct advantage compared to other services (Gusty et al., 2019).

In conditions like today, to be able to provide good and professional service, it is necessary to cultivate a good work culture. The emergence of a work culture is driven by a conducive work environment. It is very important for management to make employees feel comfortable with their work and environment so that the best performance can be

achieved. Human resources are a very valuable factor, therefore the hospital is responsible for maintaining the quality of work life and fostering the workforce so that they are willing to provide optimal abilities and services to achieve hospital goals (Gusty et al., 2019).

At this time, performance has become one of the trending issues. This is based on the many demands of the community on the need for high quality services. High quality services can be achieved by increasing their efficiency and effectiveness. This can be achieved by improving the quality of services and must also meet the requirements that have been set and pay attention to the social cultures that exist in the community (Almaki et al., 2012).

Broadly speaking, performance appraisal can be influenced by several factors. According to Gibson (1987) in Nursalam (2015) there are 3 factors that can affect employee performance, namely individual factors, namely: skills, abilities, family background, work experience, social level and one's demographics. Psychological factors, namely: perceptions, attitudes, personality roles, motivation and quality of work life. Organizational factors, namely: leadership job design, reward system and organizational structure. From the various factors above, researchers are interested in studying the factors of quality of work life, work experience, and rewards as variables that affect performance (Brooks and Aden, 2005).

High performance (effectiveness and efficiency) can be achieved by creating a sense of satisfaction for individuals who do their work (Schermerhom, 2011). Individual satisfaction is reflected in quality of work life, motivation, and rewards.

There is a positive and significant relationship between the components of the quality of work life on performance, this is one of the valuable factors in improving performance.

Based on the results of data from the National Health Service in the UK, it is found that many nurses leave the profession due to stress and job dissatisfaction in providing quality services. The Royal College of Nursing revealed the results of a survey conducted in 2013 which involved 10,000 nurses, 62% chose to resign, 61% stated that excessive schedules were an obstacle for them to provide quality services and 83% felt an increase in workload, and there were 5,000 nurses choose to resign from the profession within three years (Royal College Nursing, 2013). Other studies also suggest that 60% of nurses are in middle position, 37.1% have a poor quality of work life and 2% have a good quality of work life (Gayatri, 2014). This shows that the quality of work life of nurses is still low (Cascio, 2013).

The quality of work life has a significant impact on workers, one of which is the performance of these workers. This can have a positive impact. Based on the results of research using a questionnaire instrument from Brooks conducted by Alalki et al. (2012) in Saudi Arabia, it was found that the quality of work life of nurses was at the level of being dissatisfied with their work life. The emergence of work life dissatisfaction can lead to things that can affect health services in hospitals (Cascio, 2013).

In addition to quality of work life, motivation is one of the factors that affect a person's performance. To improve the performance of its employees, organizations must pay attention to the needs of their employees. Hasibuan (2005) said that there are various kinds of needs that can encourage and become a driving force for someone to do something or work. Professional employees have or have desires, expectations that will affect their work motivation in carrying out their activities.

Rewards in an agency or organization have a goal to improve performance and retain employees. is a reward, gift, or award given to employees. In human resource management, rewards are not only given in the form of wages, salaries, bonuses, commissions and also profit sharing or can be called rewards (financial). However, there

are things that are no less important, namely rewards (non-financial) in the form of employee psychological needs such as recognition, opportunities to develop themselves, and also opportunities in the decision-making process (Vianasih, 2015). Giving rewards aims to make employees more motivated in doing their jobs so that these employees produce good performance.

Nangoi (2013) research on the relationship between reward giving and nurse performance in the Irina A room RSUP Prof. Dr. R. D. Kandou Manado, the results of research from 48 respondents showed that giving good rewards was 28 people (58.3%), and good performance there are 37 good nurses (77%). The results of the bivariate chi square correlation test showed that the p value was 0.034 p (<0.05). The value of 0.034 is below the alpha value (0.05), thus there is a relationship between reward giving and the performance of nurses in Irina A room RSUP Prof. Dr. R. D. Kandou Manado.

Regional General Hospital (RSUD) dr. Zubir Mahmud IDI is a Type C hospital located in the East Aceh district. Inpatient Installation of RSUD dr. Zubir Mahmud IDI consists of Class I/II rooms, Child Care Room (RPA), Male Internal Medicine Room (RPD-Men), Internal Medicine Room for Women (RPD-Women), Intensive Care Unit (ICU), Neonatal Intensive Care Unit (NICU), Surgical Treatment Room (RPB), VVIP Room, Special Isolation Room, Postpartum Room, and Delivery Room with a total of 130 nurses. The research will be carried out in the Inpatient Installation Room at RSUD dr. Zubir Mahmud IDI Consists of Class I/II Room, Child Care Room (RPA), Male Internal Medicine Room (RPD-Men), Internal Medicine Room for Women (RPD-Women), Intensive Care Unit (ICU), Neonatal Intensive Care Unit (NICU), Surgical Treatment Room (RPB) and VVIP Room with a total of 116 nurses.

Based on the results of observations made by researchers on 10 nurses in the Men's Internal Medicine Room (RPD-Men) and the Women's Internal Medicine Room (RPD-Women) which were measured through a questionnaire that refers to the nursing process stage which includes, assessment, nursing diagnosis, planning, implementation, evaluation. Showing the results 6 (60%) Respondents have poor performance and 4 (40%) respondents have good performance, this is because in the assessment item 6 nurses sometimes have not given the patient the opportunity to ask questions, besides that nurses still rarely involve the family patients in planning actions to overcome patient problems, while in nursing action items.

Based on the results of observations made by researchers on 10 nurses in the Men's Internal Medicine Room (RPD-Men) and the Women's Internal Medicine Room (RPD-Women) which were measured through a questionnaire that refers to the nursing process stage which includes, assessment, nursing diagnosis, planning, implementation, evaluation. Showing the results 6 (60%) Respondents have poor performance and 4 (40%) Respondents have good performance, this is because in the assessment item 6 nurses sometimes have not given the patient the opportunity to ask questions, besides that nurses still rarely involve the family patients in planning actions to overcome patient problems, while the nursing action items based on the observations of nurses still have not conveyed the benefits and objectives of nursing action procedures to patients.

This can be caused by the lack of quality of work life, motivation and rewards so that it can have an impact on the lack of motivation of nurses in the inpatient room, which can affect performance where the performance produced is less than optimal.

This study aims to determine effect of quality of work life, motivation, and reward on the performance of inpatient nurses at the Regional General Hospital dr. Zubir Mahmud IDI, East Aceh Regency in 2021.

## II. Research Method

This research method is analytic with a cross sectional design. Cross sectional design is a type of research design in which the researcher collects data from many different individuals at one point in time, so that in a cross-sectional study, the researcher observes the variables without being able to influence them (Pandiangan, 2015; Pandiangan, 2018). Researchers in economics, psychology, medicine, epidemiology, and other social sciences use cross-sectional studies in their work. For example, an epidemiologist interested in the current prevalence of a disease in a particular subset of the population might use a cross-sectional design to collect and analyze relevant data (Pandiangan et al., 2022). But what is certain, in cross-sectional research, is always studying the dynamics of the correlation between risk factors and effects by means of an observation approach or data collection at one time (Octiva et al., 2021). This research was conducted in the Regional General Hospital dr. Zubir Mahmud IDI, East Aceh Regency on August 2, 2021 to August 13, 2021.

Population means the total number of people or residents in an area (Asyraini et al., 2022; Octiva, 2018; Octiva et al., 2018). Through this explanation, it can be interpreted that population is a designation for people or residents who are in a certain area (Pandia et al., 2018; Pandiangan et al., 2021). The population in this study were all nurses in the inpatient room, totaling 116 nurses. A sample of 54 respondents using a total sampling technique. Total sampling technique is a sampling technique when all members of the population are used as samples (Pandiangan, 2022).

Using primary data obtained from filling in using a questionnaire. Questionnaire is a technique of collecting data by asking written questions to be answered in writing by the respondents (Pandiangan et al., 2018). Questionnaire is a collection of written questions that are used to obtain information from respondents about themselves or things they know.

Data was bivariate analysis with chi-square test. The chi-square test is a valid statistical hypothesis test to be performed when the test statistic is chi-squaredly distributed under the null hypothesis, specifically pearson's chi-square test and its variance (Tobing et al., 2018).

## III. Results and Discussion

### 3.1 Bivariate Analysis

The results showed that there was a relationship between quality of work life on the performance of inpatient nurses ( $p\text{-value}=0.001 < \alpha=0.05$ ). There is a relationship between motivation on the performance of inpatient nurses ( $p\text{-value}=0.000 < \alpha=0.05$ ). There is a relationship between reward on the performance of inpatient nurses ( $p\text{-value}=0.006 < \alpha=0.05$ ).

**Table 1.** Effect of Quality of Work Life on the Performance of Inpatient Nurses at the Regional General Hospital dr. Zubir Mahmud IDI, East Aceh Regency in 2021

No	Quality of Work Life	Performance of Inpatient Nurses						P-Value
		Good		Not Good		Total		
		F	%	F	%	F	%	
1	Quality	25	75.8%	8	24.2%	33	100	<b>0.001</b>
2	Less Quality	5	23.8%	16	76.2%	21	100	
<b>Total</b>		<b>30</b>		<b>24</b>		<b>54</b>		

Table 1 shows that a total of 54 respondents have a quality for quality of work life and have good performance as many as 25 nurses or 75.8% while respondents who have a quality of work life of less quality and have poor performance are 16 nurses or 76.2%. The results of the chi-square (continuity correction) statistical test at the 95% confidence level ( $\alpha=0.05$ ) obtained the value=0.001 with a confidence level value (p-value<0.05) which means that it can be concluded that there is a relationship between quality of work life on the performance of inpatient nurses.

**Table 2.** Effect of Motivation on the Performance of Inpatient Nurses at the Regional General Hospital dr. Zubir Mahmud IDI, East Aceh Regency in 2021

No	Motivation	Performance of Inpatient Nurses						P-Value
		Good		Not Good		Total		
		F	%	F	%	F	%	
1	Well	26	76.5%	8	23.5%	34	100	<b>0.000</b>
2	Enough	4	20.0%	16	80.0%	20	100	
<b>Total</b>		<b>30</b>		<b>24</b>		<b>54</b>		

Table 2 shows that of the total number of respondents as many as 54 people who have good motivation and have good performance as many as 26 people or 76.5% while respondents who have sufficient motivation and have poor performance are 16 nurses or 80.0%. The results of the chi-square (continuity correction) statistical test at the 95% confidence level ( $\alpha=0.05$ ) obtained the value=0.000 with a confidence level value (p-value<0.05) which means that it can be concluded that there is a relationship between motivation on the performance of inpatient nurses.

**Table 3.** Effect of Reward on the Performance of Inpatient Nurses at the Regional General Hospital dr. Zubir Mahmud IDI, East Aceh Regency in 2021

No	Reward	Performance of Inpatient Nurses						P-Value
		Good		Not Good		Total		
		F	%	F	%	F	%	
1	Exist	20	76.9%	6	23.1%	26	100	<b>0.006</b>
2	There is Not Any	10	53.7%	18	64.3%	28	100	
<b>Total</b>		<b>30</b>		<b>24</b>		<b>54</b>		

Table 3 shows that a total of 54 people who became respondents who got the majority of rewards and had good performance as many as 20 nurses or 76.9% while respondents who did not get the majority of rewards and had poor performances were 18 nurses or 64.3%. The results of the chi-square (continuity correction) statistical test at the 95% confidence level ( $\alpha=0.05$ ) obtained the value=0.006 with a confidence level value (p-value<0.05) which means that it can be concluded that there is a relationship between reward on the performance of inpatient nurses.

## IV. Conclusion

The results showed that there was a relationship between quality of work life on the performance of inpatient nurses ( $p\text{-value}=0.001 < \alpha=0.05$ ). There is a relationship between motivation on the performance of inpatient nurses ( $p\text{-value}=0,000 < \alpha=0.05$ ). There is a relationship between reward on the performance of inpatient nurses ( $p\text{-value}=0.006 < \alpha=0.05$ ).

The following are suggestions:

1. For the Head of the Hospital

To the head of the Regional General Hospital dr. Zubir Mahmud, in order to increase attention to implementing nurses, especially on the nine components of quality of work life, namely problem solving, communication, available facilities, feeling of security for workers, and safety of the work environment so as to create a good quality of work life so as to produce good nurse performance too.

2. For Educational Agencies

For educational institutions to add library resources and this research to be a reference for students who will conduct research and become library reading material at STIKes Bustanul Ulum Langsa regarding performance that can be used for further researchers.

3. For Further Researchers

It is hoped that further researchers can conduct research on the performance of nurses with different variables and with different and more focused tests.

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