

THE INFLUENCE OF INTRINSIC AND EXTRINSIC MOTIVATION ON THE PERFORMANCE NURSES IN THE IMPATIENT ROOM OF DR. DJOELHAM BINJAI HOSPITAL

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ARTICLE INFO

Keywords:

Intrinsic,
Extrinsic Motivation,
Nurse Performance

ABSTRACT

The performance of nurses in RSUD Dr. Djoelham Binjai is still unable to provide the best health services to patients due to the lack of optimal work motivation of nurses and the lack of awareness of nurses about work status as a function of health services. To determine the relationship between intrinsic and extrinsic motivation with the performance of honorary nurses. This research uses survey research with explanatory research type. The population in this study were all honorary nurses in the Inpatient Room totaling 150 people using the total population sampling technique Random sampling with the Slovin formula, which was 109 people. Univariate analysis to explain the independent variables, namely intrinsic motivation, extrinsic and nurse performance. bivariate analysis using chi-square test and multivariate test using multiple logistic regression. Showed that intrinsic motivation ($p=0.001$) had an effect on the performance of nurses at Djoelham Binjai Hospital with an Ods Ratio of 13,486. Extrinsic motivation ($p=0.008$) affects the performance of nurses at Djoelham Binjai Hospital with an Ods Ratio of 11.457, thus intrinsic is the most influential variable compared to extrinsic motivation variables. It is expected that hospitals should intensify technical training to improve the performance of health workers, one of which is a nurse. Hospitals should encourage, send, evaluate nurses to take part in training held by external parties to the hospital and head nurses should be more flexible in accepting nurse input to increase participatory efforts from employees under them.

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1. Introduction

Health workers as Human Resources (HR) in carrying out health services in hospitals are important resources and are needed to achieve optimal performance. Hospital management needs to provide remuneration in accordance with their contributions. One of the motivating factors or stimuli so that employees can improve their good and quality performance in the provision of health services is through the provision of motivation [1].

The motivation of nurses at Panti Wilasa Citarum Hospital Semarang, shows that the work motivation of nurses is still low based on the application of the Clinical Performance Management Development System (SPMCK), which is 59.9%. The work performance obtained is not in line with expectations due to inequality in the provision of education or training, and the tasks or jobs given to nurses are less challenging or monotonous because the work done is routine [2].

This is different from the proportion of nurses' motivation at the Malahayati Islamic Hospital in Medan where it was found that the intrinsic motivation of nurses regarding achievement in the high

category was 57 people (80.3%), responsibility in the high category was 64 people (90.1%) and self-development with good category as many as 62 people (87.3 %). While extrinsic motivation of nurses about income with a high category as many as 44 people (62%), supervision with a good category as many as 66 people (93%), colleagues with a good category as many as 68 people (95.8%), and the work environment in a good category as much (95.8%). This condition illustrates that the motivation of nurses at the Malahayati Islamic Hospital in Medan is quite high [3].

Anggraini [4], in his research shows that 53.3% of medical record staff have high intrinsic motivation and there is a significant relationship between opportunities for advancement, job satisfaction and performance. As many as 93.3% of medical record personnel have high extrinsic motivation and there is a significant relationship between work security and safety, working conditions and work procedures with performance. However, in terms of compensation, the quality of technical supervision and interpersonal relations are not significantly related to performance. The performance of nurses in RSUD Dr. Djoelham Binjai is still unable to provide the best health services to patients due to the lack of optimal work motivation of nurses and the lack of awareness of nurses about work status as a function of health services. This is concluded based on the results of direct observations by researchers in the field by interviewing 5 implementing nurses in the inpatient room where they still complain about their high workload and lack of attention from superiors on work performance achieved, and there is no difference in incentives received between those who work diligent with lazy work.

According to the Indonesian Ministry of Health [5] defines nursing as a form of professional service which is an integral part of health services based on nursing knowledge and tips, in the form of comprehensive bio-psycho-socio-spiritual services to individuals, families and communities, both sick and healthy who covers the entire human life cycle. Nursing service here is how nurses provide emotional support to patients and treat patients as human beings.

Motivation is individual, in the sense that each person is motivated by various influences to varying degrees. Given its nature, to increase individual performance in the organization, according to managers to take an indirect approach, create motivation through an organizational atmosphere that encourages employees to be more productive.

Factors that influence motivation according to Sutrisno [6] develop a theory of needs known as the two-factor theory (two factor theory) or movement hygiene theory. Intrinsic motivation factors are the desire to advance, the desire to have, to gain appreciation, to gain recognition, to have power, and to take responsibility. while the extrinsic factors consist of the work environment, compensation, supervision, and guarantees.

Nurses' performance in providing health services can refer to the theory of T.R Michel in Rizky which states that performance can be measured based on aspects of service quality, communication, speed, ability, and initiative [7].

Motivation factors in work are important things that must be considered in order to produce optimal work results. The theory of motivation can be implemented in all organizations by providing recreational facilities that are simple but effective, able to please and comfort workers and stimulate employee motivation which in turn boosts performance.

2. Method

This research design uses survey research with explanatory research type which aims to explain the influence between variables through hypothesis testing, which is to explain the Influence of Intrinsic and Extrinsic Motivation on the Performance of Honorary Nurse Practitioners in the Inpatient Room of Dr. Hospital. Djoelham Binjai [8].

This research was conducted in the Inpatient Room of RSUD Dr. Djoelham Binjai. Research since the author conducted a preliminary survey in March 2021 until now.

The population in the study were all honorary nurses in the Inpatient Room, Dr. RSUD Dr. Djoelham Binjai. which amounted to 150 people with the status of temporary workers.

The sampling technique used was random sampling with the Slovin formula, which was 109 people. The types of data used in this study are primary data and secondary data. Primary data is collected by individuals in an organization directly from the object under study and for the purposes of the study concerned can be in the form of interviews (interviews) or observations, secondary data in the form of data obtained is obtained or collected in the form of documentation data and official

archives that support primary data and relevant government regulations. Data analysis consisted of univariate analysis, bivariate analysis using chi-square test and multivariate analysis using multiple logistic regression.

3. Result and Discussion

3.1 Research Result

a. Univariate Analysis

TABLE 1
CHARACTERISTICS OF RESPONDENTS

Characteristics of Respondents		Frekuensi (f)	Persentase (%)
Age			
1.	15-19	2	1.8
2.	20-24	5	4.6
3.	25-29	24	22.0
4.	30-34	19	17.4
5.	35-39	13	11.9
6.	40-44	14	12.8
7.	45-49	10	9.2
8.	50-54	18	16.5
9.	55-59	4	3.7
Sex			
1.	Boys	22	20,2
2.	Girls	87	79,8
Education			
1.	Diploma	17	15,6
2.	Bachelor	54	49,5
3.	Postgraduate	38	34,9
length of working			
1.	Less than 1 year	4	3.7
2.	1-5 years	31	28.4
3.	6-10 years	32	29.4
4.	11-15 years old	12	11.0
5.	16-20 years old	22	20.2
6.	21-25 years old	5	4.6
7.	Over 25 years	3	2.8
Training History			
1.	Haven't participated/have had training	21	19,3
2.	Already participated/ever	88	80,7
Total		109	100

Characteristics of respondents: From table 1 it can be seen that of the 109 respondents studied, the characteristics of respondents are based on the age of the majority of respondents aged between 25-29 years, which is as much as 22%. Based on gender, it is known that the majority of respondents are women as much as 79.8% and as many as 20.2% are men. The above results are sufficient to illustrate that the nursing sector is always dominated by women. Based on education, it is known that 49.5% have undergraduate education, 34.9% postgraduate graduates and 15.6% diploma graduates. The results show that quite a number of respondents received postgraduate education, although not purely nursing in the field of science that took postgraduate education. Based on the length of work, it is known that the majority of respondents have worked for 6-10 years, which is 29.4%, this result is sufficient to illustrate that the respondents have been in the field of nursing in hospitals for a long time. The results also show information about the history of training, the majority of respondents stated that they had or had attended training related to nursing, which was 80.7%.

These results illustrate that the respondents in general have been trained so that they are more experienced in nursing

TABEL 2
 FREQUENCY DISTRIBUTION OF INTRINSIC MOTIVATION, EXTRINSIC MOTIVATION CATEGORY,
 RESPONDENT'S PERFORMANCE IN THE INPATIENT ROOM OF RSUD DR. DJOELHAM BINJAI

Variable	frekuensi	Persentase
Intrinsic Motivation		
Currently	17	15,6
Tall	92	84,4
Extrinsic Motivation		
Currently	12	11%
Tall	97	89%
Respondent Performance		
Not good	12	11
Well	97	89
Total	109	100

Univariate Analysis:

From Table 2 it can be seen that as many as 84.4% of respondents have high intrinsic motivation and as many as 15.6% have intrinsic motivation which must be improved immediately. Dominant respondents have good internal motivation so that it can be a positive capital in improving performance. Table 2 also shows that as many as 89% of respondents have high extrinsic motivation, as many as 11% have moderate extrinsic motivation. This means that the majority of respondents stated that the external motivation is generally implemented. Table 2 shows that as many as 89% of respondents have good performance and 11% have poor performance. This indicates that the majority of nurses at Djoelham Binjai Hospital have good performance.

TABLE 3
 CROSS TABULATION OF INTRINSIC AND EXTRINSIC MOTIVATION WITH NURSE PERFORMANCE IN THE
 INPATIENT ROOM OF RSUD DR. DJOELHAM BINJAI

Variable	Performance				Chi Square Test Proportion Value
	Not Good		Good		
	f	%	f	%	
Intrinsic Motivation					
Currently	6	5,5	11	10,1	0.003
Tall	6	5,5	86	78,9	
Extrinsic Motivation					
Currently	10	9,2%	41	37,6%	0.008
Tall	2	1,8%	56	51,4%	

Multivariate Analysis:

Based on Table 4, the results show that intrinsic motivation (p = 0.001) and extrinsic motivation (p = 0.008) affect the performance of nurses at Djoelham Binjai Hospital. Based on the table above, it can also be seen that the intrinsic motivation variable is the most influential variable compared to the extrinsic motivation variable.

Table 4 also shows that the Odds Ratio of intrinsic motivation variable is 13,486, this means that high intrinsic motivation can increase nurses' performance 13,486 times compared to nurses with low intrinsic motivation. Likewise, the extrinsic motivation variable with an OR value of 11.457 means that high extrinsic motivation can increase the performance of nurses by 11.457 times compared to those with low extrinsic motivation.

Based on the values of B, the equation model formed is as follows:

$$\text{Probability} = \frac{\exp(-10,719 + 2,602 \text{ intrinsic motivation} + 2,439 \text{ Extrinsic Motivation})}{1 + \exp(-10,719 + 2,602 \text{ intrinsic motivation} + 2,439 \text{ Extrinsic Motivation})}$$

TABLE 4
MULTIVARIATE RESULTS USING THE LOGISTICS REGRESSION TEST

Variabel	OR	95% CI for Exp (B)		Nilai P	B
Intrinsic Motivation	13,486	2,833	64,208	0,001	2,602
Extrinsic Motivation	11,457	1,915	68,540	0,008	2,439
Constant					-10,719

3.2 Discussion

The Effect of Intrinsic Motivation on the Performance of Nurses at Djoelham Binjai Hospital

The results of statistical test analysis using the Logistics Regression test show that intrinsic motivation has an influence on the performance of nurses at Djoelham Binjai Hospital. The intrinsic motivation is in the form of achievement motivation, motivation to get recognition and motivation based on responsibility. Nurses who have achievement motivation, recognition and a high sense of responsibility will be able to affect the performance of nurses.

Herzberg stated that factors that come from within (intrinsic) such as responsibility, recognition, success and development are strong motivators or motivating factors for employees at work.⁴⁸ Based on observations in the field that officers in carrying out their work are full of responsibility because nurses have the authority to provide services, besides that other nurses who are more senior help a lot of junior nurses to provide services so that junior nurses feel more recognized and cared for [9].

This is in line with Badi'ah's research [10] which shows that there is a significant influence between internal motivational factors on the performance of nurses in the inpatient room of Panembahan Senopati Hospital, Bantul. Likewise with the research conducted by Juliani [11] in the inpatient installation of Dr. General Hospital. Pirngadi Medan found that the motivation variable possessed by the implementing nurse had a significant influence on the performance of the implementing nurse.

The variable of work motivation has a contribution to the performance of nurses. This is in accordance with the theory put forward by Gibson, that motivation is a psychological variable that affects performance [12]. This variable is heavily influenced by family, social level, work experience and demographics.

Based on the respondents' answers to the questions, it is found that the distribution of respondents' responsibilities is part of the intrinsic motivation which has the highest value compared to other intrinsic motivations. Based on the results of interviews, it was found that the sense of responsibility of every health worker in a hospital is something that is always evaluated by superiors, in this case the director of the hospital, so that even the smallest things, including nurses, must always instill a sense of responsibility for each task assigned.

This is in accordance with Makta [13] who found that responsibility is one of the factors that significantly influences the performance of the implementing nurse at Stella Maris Hospital. Responsibility is one of the important factors in the implementation of nursing care for patients in hospitals. Nurses are required to be able to provide nursing services according to their needs and knowledge limits. Nurses are responsible for improving the quality of service to patients. Responsibility is closely related to work results, therefore nurses directly provide action (nursing care) to patients. If the nurse is not responsible for the implementation of the actions that have become standardization, undesirable things will happen, for example, a bad impact on the patient. Based on the majority of respondents' answers that continuing to study to improve knowledge and skills and attending various trainings or seminars to improve work quality can increase intrinsic motivation. This is not in line with Wahyudi's research (2016). There is no significant relationship between motivation and caring behavior of implementing nurses in the Internal Care Room of RSUD Sinjai [14].

Rivai and Mulyadi (2010), revealed that a person's level of education affects his level of ability. The ability that can be improved with the level of education is intellectual ability, with the intellectual ability that increases in a person, it is expected to be able to make the right decisions, including decisions to behave or behave. A high level of education causes a person to be more capable and

accept responsibility. So it is hoped that with the higher level of nurse education, the greater the sense of responsibility and the better the attitude towards patients [15].

In contrast to the results of the study from Supriatin (2009), it was revealed that there was no significant relationship between the level of education and the caring behavior of nurses [16]. Siagian (2002) states that the level of education will increase work productivity, but the education in question is not only formal education obtained through schools but also education outside the school path such as training, training or seminars [17]. Watson in Tomey & Aligood (2006), states that caring cannot be passed down from one generation to the next through genetics, but through professional culture. Professional culture can be achieved by cultivating a caring spirit among nurses through a continuous process of socialization, management, cooperation, symbols and rituals or habits [18]. According to Suyanto [19], explaining that the approach that can be used in motivating techniques includes growth, namely growing and developing in order to improve abilities by providing care staff to follow this motivation not only by providing training and guidance, but It is also influenced by the nurse's desire for improvement, having the necessary knowledge, skills and values, the opportunity to try new approaches to doing work, and the existence of work instruments [20].

Nurses try to do their best in working in providing health services, the majority 52.3% answered strongly agree. There is one factor that affects performance, namely the motivation factor, where motivation is a condition that moves someone to try to achieve goals or achieve the desired results. Motivation is an activity that involves, distributes, and maintains human behavior. Therefore, if employees who have high work motivation usually have high performance as well.

The Effect of Extrinsic Motivation on the Performance of Nurses at the Djoelham Binjai Regional General Hospital

Based on the results of the logistic regression test, it was found that extrinsic motivation affected the performance of nurses at Djoelham Binjai Hospital with a p value of <0.005 , which was 0.008. The results showed that the biggest aspect of the respondents' external motivation externally was the working relationship. From the results of the study, there was a harmonious relationship between nurses and superiors, which was the dominant dimension in the work relationship felt by nurses, namely 96.3%, while the desire to get incentives to encourage active work given was the least answered by 89.9% of respondents. .

This is not in line with the research of Riezky [20] which proves that motivational factors affect the performance of nurses at Aisyah Islamic Hospital Malang. Likewise with Herzberg's opinion which states that there are a series of extrinsic conditions, work conditions that cause dissatisfaction among employees if these conditions do not exist. If this condition exists, then it is not necessary to motivate employees. These conditions are factors that make people feel dissatisfied or also called health factors because these factors are needed to maintain a lower level, namely the level of absence of dissatisfaction, one of these factors is incentives.

However, this condition is in line with Sagala's research which states that there is no influence of motivation on the performance of nurses at Adam Malik Hospital Medan. The motivational driving factors are in good condition but if the maintenance factors are not good, it will not lead to good performance for employees, therefore to increase motivation by improving the maintenance factors, then motivational drivers.

Based on interviews, it is known that respondents often get additional input beyond fixed incentives every month, for example nurses often get "tips" from the patient's family when providing nursing services, incentives from working overtime or incentives that are not permanent based on activities held at the hospital. . Based on respondents' answers, the salary received by nurses was in accordance with the workload of nurses, the majority answered 92.7%. Salary can be used as a tool to motivate nurses in order to improve their performance and stimulate nurses to play an active role in the role of achieving hospital goals. In addition, salary is one of the factors that affect the performance of nurses.

Salary is an acceptance as a reward and the provision of work to job recipients for a job or service that has been and will be performed, serves as a guarantee for the survival of a decent life for humanity and production is stated or valued in the form of money determined according to an agreement, law. and regulations and paid on the basis of an employment agreement between the employer and the employee. Nurses' salaries can be said as encouragement, the encouragement aims to provide enthusiasm that can improve a nurse's performance, so that in the future they can have a

high level of performance and can bring the company or organization to a good goal. For this reason, in improving the performance of nurses in hospitals, they should pay more attention to the amount of commission, namely the rewards given based on the percentage of work results and quality of work, so that the work of nurses at work can be appreciated and can increase nurse loyalty to the hospital.

In addition to incentives, other external motivational factors, namely working conditions, based on descriptive results, it appears that not so many think that working conditions in hospitals are comfortable. Based on interviews and observations of respondents at the hospital, it was found that the work space available for nurses was very small in every part of the hospital room, nurses were not free to work, besides the nursing files were also not neatly organized. However, the working conditions that are built between nurses are good, so nurses cover each other's weaknesses in nursing services. According to respondents, a comfortable work is most important if the kinship between nurses is going well, so that nurses support each other and complement the shortcomings of other colleagues.

Nurses work supported by complete and sophisticated equipment, the majority of respondents answered strongly agree and related to questions about regulations, facilities and other staff in the hospital to support patient care, the majority of respondents 93.6% answered strongly agree. If the tools used are well designed, it will affect the user's motivation to work. Sophisticated work tools accompanied by complete and perfect guidelines and training on their use will greatly affect the quality of performance results.

The next question regarding the protection of work safety in carrying out their work, the majority of respondents 90.8% answered strongly agree. Respondents' questions about working to get health insurance and old age insurance from the hospital, the majority of respondents, namely 92.7, answered strongly agree. Fulfillment of work safety and security needs is partially proven to be able to make a significant contribution in influencing employee work motivation in improving employee performance. This means that the factor of fulfilling the needs of work security and safety which includes peace of mind at work, freedom of opinion, freedom to innovate, health insurance, old-age/retirement insurance, completeness of work facilities, work location, and comfort in work can motivate employees to improve their performance.

4. Conclusion

Based on the results of research conducted by researchers, Intrinsic motivation ($p=0.001$) has an effect on the performance of nurses at Djoelham Binjai Hospital with an Ods Ratio of 13.486. Extrinsic motivation ($p = 0.008$) has an effect on the performance of nurses at Djoelham Binjai Hospital with an Ods Ratio of 11.457, thus intrinsic

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