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Correlation Self-Efficacy and Nurse Motivation in the Implementation of Nursing Care in a Private Hospital

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ABSTRACT

The implementation standard of nursing care, according to the MOH RI (2005), is 75% of the average implementation of nursing care component. However, the implementation of nursing care as the provision of services at the hospital has not been optimal. This study aims to analyze the relationship between self-efficacy and nurse motivation as related to the implementation of nursing care. A correlational cross-section approach was used. This research was conducted at one of private hospital in Sepang. Thirty nurses who served as Team Leader Nurses participated. Purposive sampling was conducted. A Self-development Questionnaire was used to collect the data. The Spearman rank (rho) statistics test was used to analyze the data. The results showed there was a correlation between self efficacy and the implementation of nursing care ($p = 0.00 < 0.05$; $r = 0.997$). There was a relation between nurse motivation and nursing care implementation where the value of the Spearman rank statistical test was ($p = 0.000 < 0.05$; $r = 0.964$). Increasing the self-efficacy and motivation of nurses is very important in supporting the performance of the nurses, especially when implementing nursing care.

Keywords: self efficacy, nurse motivation, implementation of nursing care.

Introduction

Nursing services are a part of the health services in hospitals that support the healing process and the health recovery of patients who are treated. The quality of nursing services will reflect the quality of the service that is provided to the patients. The implementation of health services is carried out in a responsible, quality manner touching all levels of society without exception. Studies that have identified the provision of services in the hospitals referring to the implementation of nursing care have not been optimal, starting from the assessment stage through to the evaluation. However, in reality, up until now there are still many complaints and criticisms from the public regarding the services provided by nurses. This proves that the nursing care services are not optimal. If the provision of nursing care is still not in

accordance with the standards of nursing care, then many clients will feel dissatisfied with the services provided because they do not meet the needs, expectations or desires of the patients receiving the health services.

The implementation of quality nursing care is needed. The standard of implementation of nursing care, according to the Ministry of Health of the Republic of Indonesia (2005), is 75% of the average implementation of the nursing care component. The results of Wahida et al's study (2007) showed that the level of nurse involvement in the implementation of nursing care at the H. Damanhuri Barabai Regional General Hospital was good by 37.5%, quite at 25% and less at 37.5%. This shows that the implementation of comprehensive nursing care has not been carried out optimally. Nurlaila et al. (2013) also reported that the data from Labuang Baji Makassar General Hospital in 2010 showed that the overall standard of nursing care was 61.65%, which was carried out in the internal, surgical, midwifery and perinatal disease departments. The results of Mundakir's (2016) study at Siti Khadijah Sepanjang Hospital show that the process of bio-psycho-socio-spiritual nursing care by the nurses was made up of assessments (46.7%), nursing diagnoses (26.7%), interventions (23, 3%), implementation (23.3%) and documentation (3%).

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Facing such conditions, hospital nurses need to understand and realize that the services provided to the patients must be carried out professionally with a sense of responsibility and accountability. Performance can be influenced by several factors, including individual factors, psychological factors and organizational factors. Individual factors include ability, expertise, background and demography.² Psychological factors include self-efficacy, attitude, personality, learning and motivation. Organizational factors include resources, leadership, structural rewards and job design.² Self efficacy has an influence on overcoming pressures in the workplace.³ In the research of Sri Rahayuningsih (2004), the independent variable of self efficacy had a positive and significant effect on performance. Nurses who have self efficacy have the feeling of being able to do work, better abilities, so the self efficacy variable can be explained by the feeling of being able to do work, better abilities, happy job challenges and satisfaction with their work. Besides self efficacy, which has an influence on performance, motivation also has an influence.³ The results of the study conducted obtained that there is a relationship between motivation on the nursing performance (p-value: 0,004).⁴

Based on the above problems, to find out the causes of the successful implementation of nursing care, it is necessary to carry out more in-depth observations of all nursing care implementation processes ranging from assessment through to evaluation in order to obtain information on the quality services provided to the community. According to Manajemen dan kepemimpinan dalam keperawatan, there are several forms of staff development that can be carried out, including in-service education, orientation, job training, continuing nursing education, leadership training, career development, comparative studies, performance assessment, education and training, internships in more advanced hospitals, nursing work groups and the development of teamwork in the room.⁵ To be able to improve the self-efficacy and motivation of the nurses in the implementation of nursing care, there is a need for job security, an appropriate salary, benefits and fostering good relations with the supervisors, colleagues and subordinates. This is done to create optimal nursing staff performance. The final goal is to provide quality services to the customers.⁶ By describing the problem above, the researchers are interested in conducting research in order to analyze the relationship between the self-efficacy and motivation of nurses within the context of the implementation of nursing care.

Method

The research design used was cross-sectional, which is a type of research that emphasizes the time of the measurement/observation of both the independent and dependent variable data one at a time.⁷ The research was conducted for 3 days at one of the private hospital on the 19th, 20th and 21st July 2017. The sample in the study consisted of 30 nurses who were team leader. The method of sampling in this study was total sampling.

The instrument used in this study was a Nurse Motivation Questionnaire adopted from the Nurses Motivation Questionnaire developed by Nursalam.⁸ For the stage of knowing the details of the implementation of nursing care, in addition to using questionnaires, observations and interviews were conducted to obtain more accurate data. The data was analyzed using the Spearman rank statistical test (rho) with α below 0.05.

Results

The majority of the respondents were women (87%) who were 39 - 41 years olds (33%) who had been working for 20 - 21 years. Their education background was that of a Nursing Diploma (97%).

⁵ Table 1: Characteristics of the Respondents

Characteristics of the Respondents	f	%
Gender		
Man	4	13
Women	26	87
Ages		
30-32	1	3
33-35	7	23
36-38	8	27
39-41	10	33
42-44	4	13
Length of Working		
12-13	3	10
14-15	7	23
16-17	7	23
18-19	4	13
20-21	9	30
Education Background		
S1 Keperawatan	1	3
DIII Keperawatan	29	97

Table 2: Relationship between Self-efficacy and the Implementation of Nursing Care

		Implementation of Nursing Care						Total	
		Good		Moderate		Poor			
		f	%	f	%	f	%	f	%
Self-Efficacy	Good	2	7	3	10	0	0	5	17
	Moderate	0	0	18	60	4	13	22	73
	Poor	0	0	0	0	3	10	3	10
<i>Spearman Rank Test</i> $\rho = 0,000 < \alpha = 0,05$ contingency coefficient = 0.971									

Table 3: Relationship between Motivation and the Implementation of Nursing Care

		Implementation of Nursing Care						Total	
		Good		Moderate		Poor			
		N	%	N	%	N	%	N	%
Motivation	Good	2		4		0		6	20
	Moderate	0		17		0		17	57
	Poor	0		0		7		7	23
<i>Spearman Rank Test</i> $\rho = 0,000 < \alpha = 0,05$ contingency coefficient = 0.990									

¹ Based on the analysis of the data using the Spearman Rank (Rho) statistical test, the value of $\alpha = 0,000$ was obtained. This value is less than $\alpha (0.05)$. It can thus be concluded that H_0 is rejected, which means that there is a relationship between self-efficacy and the implementation of nursing care.

Discussion

The self-efficacy of the nurses at one of the private hospitals in Sepanjang showed that 17% of respondents had good criteria and that 73% of respondents had sufficient criteria. This is caused by the self-confidence to overcome problems, to carry out their intentions and goals, being calm when facing difficulties and the belief that there is always a solution for every problem. This belief can be derived from age and work experience. The respondents in this study had an average age of over 30 years old with an average work experience of more than 12 years.¹⁰ The respondents who had high self-efficacy were in the age range of 39 - 41 years. This is because the number of respondents in the age range of 39 - 41 years old was more than the other age ranges. The respondents who were over 39 years old also had a long working experience of more than 16 years, so the ability to overcome problems was not difficult for them. As many as 10% of respondents with fewer criteria was because the respondents did not always have many ideas in the context of dealing with the difficulties that exist.

The respondents who had less self-efficacy were the respondents who were younger than 34 years old with less than 16 years work experience.

³ Based on the results and theories presented above, it can be explained that the self-efficacy of the nurses was quite good for those aged above 39 years old who had been working for more than 16 years. This is due to their self-confidence and ability to overcome problems. Age and experience have thus been proven to have an influence on the decision making ability.

The motivation of the nurses and the related results showed that 20% of respondents obtained good criteria and that 57% of respondents had enough criteria. This is caused by the level of supervision from the leaders, the provision of education and training and satisfying working conditions.¹¹ As many as 23% of respondents had lower criteria, caused by them not being satisfied with the salary earned and the close teamwork.

The above results illustrate that the motivation of the nurses plays a pretty good role relating to salary acquisition, supervision from their leadership, education and training and comfortable working conditions. Many of the nurses were motivated to work better.¹²

The implementation of nursing care resulted in 7% of the respondents having a good criteria and 70% of respondents as having a sufficient criteria. This can be

caused by strong abilities and motivation. Besides that, it could also be due to the supervision function carried out by the head of the room. Only 23% of the respondents had a lower criteria. This is because the nurses were still not satisfied with the rewards received concerning their performance.¹³

Based on the results and concepts described, it can be said that there is a relationship between self-efficacy and the implementation of nursing care. The higher the self-efficacy that is owned by someone, the better that the person will be able to do their work and overcome all problems easily. Moreover, the respondents who were more than 39 years old and who had a longer working experience of more than 16 years tended to have high self-efficacy values. High self-efficacy values will affect a person's ability to make decisions when facing problems. To remain calm when facing problems, it is important to know that there is always a solution for each problem and that should be goal-oriented.¹⁴

In the meantime, based on the results, it has been shown that there is a relationship between the nurses' motivation and the implementation of nursing care at one of the private hospitals in Sepanjang. The greater the motivation possessed by someone, the more that the person will work well because of the encouragement or reasons behind it.¹⁵ The encouragement of the nurses in one of the private hospitals in Sepanjang was through the supervision carried out by the head of the room, through their training and education and through the comfortable working environment. As evidenced from the results, the implementation of nursing care carried out by the nurses was categorized as quite well.

Conclusion

Increasing the self-efficacy and motivation of nurses is very important in terms of supporting the performance of the nurses, especially when implementing nursing care.

Acknowledgments

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Conflict of Interest: None

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