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The Effect of Job Motivation, Job Satisfaction, and Attitude towards Profession on Nurse Performance in Outpatient Clinic of Prof. Dr. R.D. Kandou Hospital

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Abstract

In an effort to achieve the goals set by hospital, qualified nurses are needed. Qualified nurses must show good performance. There are many factors that affect nurse performance. This research was conducted to study the effect of job motivation, job satisfaction, and attitude towards profession on nurse performance in the Outpatient Clinics of Prof. Dr. R. D. Kandou Hospital. The research was an analytical study using survey method. The subjects of this research were the 62 nurses in the Outpatient Clinics. Data was collected via a self-administered questionnaire. Multiple regression analysis was used to examine the relationship among variables. Results show that job motivation had a significant direct influence on nurse performance, job satisfaction also had an effect directly on nurse performance, and attitude toward profession had effect on nurse performance. Besides that, job motivation and attitude towards the nurse profession proved to have a direct influence on job satisfaction. Based on the findings above, it can be concluded that the variations that occur on nurse performance variable are influenced directly by job motivation, job satisfaction, and attitude towards the profession.

Keywords: nurse performance, job motivation, job satisfaction, and attitude towards profession

1. Introduction

Health workers as one element of development are playing an important role to support the improvement of the quality of human resources. The development of health workers has been established as one of the development efforts in the health sector, which consists of planning, procurement and utilization of health workers. The current era of development encourages people who are ready to accept change, are efficient and productive. There is also a need for coaching that provides initiative, intelligence,

ambition, and skills in accordance with the demands of professionalism so as to create a dynamic and productive workforce.

In line with the progress of development, the hospital needs to harmonize its officials to be able to carry out its functions to prepare, foster, and improve its personnel continuously by prioritizing behavioral attitudes and actions in accordance with the demands of professionalism. There is a gap between nurses' performance and the standards that must be achieved, based on the index data on the level of satisfaction of nursing services in hospitals in the 4th quarter of 2010 which is still below the quality standards set [1]. In Tuban, East Java, it is confirmed that the current low performance of nurses obtained from various studies [2] and Central Sulawesi [3] also confirms the above health ministry data. On the other hand nurses constitute the largest workforce in hospitals, at least 60.55% of all labor in hospitals throughout Indonesia [4]. Therefore, the health services of a hospital are highly considered depending on the performance of the nurses. Some factors determine the quality of polyclinic nurse performance in hospitals, including supervision, job motivation, income, interpersonal relationships [5], commitment [6] attitudes and satisfaction work [3].

The need for better services is caused by several factors, namely an increase in socioeconomic level, public education, the development of medical science and technology, to public awareness in the need for health care [7]. Demands for professional improvement for nursing services about the dynamics of a growing and developing community and improving hospital diagnostic capabilities [8].

In the hospital wards, sometimes there is noise because the patients or families ask for better services according to the standard [9]. Generally, complaints from patients who are dissatisfied with the quality and performance of hospital staff are conveyed directly to the managerial or can only be in the form of "anonymous letters", information from the mouth to the dissemination of news whose truth value is less accountable.

In addition, based on observations it was found that there were habits of some nurses who were not on time either coming or going home, or leaving the work unit without waiting for the "applicant" officer to come. Also found are things like the lack of orderly implementation of nursing administration activities, such as filling in patient status, recording history, complaints and signs (symptoms and signs), changes in temperature, heart rate or pulse, breathing, medication and others. All of this is identification that the performance of Prof. Dr. R. D. Kandou Hospital officers is not optimal as people's expectations.

Public perceptions of service quality are actually simple in nature, that is, services can be provided quickly and according to standards [1]. Hospital care services are an

inseparable part of health services, even as one of the determining factors for the quality of services and the image of the hospital in the eyes of the community [10]. The nurse as the key determinant of the image of the hospital needs to be managed effectively and efficiently where they as a social person also have needs, expectations contained in their heart, and a desire to take part in the organization so that their existence are recognized. Whether the needs, ideals, and expectations are fulfilled through their service as an employee will be reflected in his enthusiasm, discipline, participation, and loyalty to the organization.

On observation in the Outpatient Clinic of Prof. Dr. R. D. Kandou Hospital, the impression was obtained by nurses' complaints about heavy workloads, inadequate equipment, inadequate incentives, and slow career development opportunities. The tendency of some nurses who want to move to the *Puskesmas* (Primary Health Care) or other institutions, needs to be questioned what about the nurses' satisfaction in the Outpatient Clinic of Prof. Dr. R. D. Kandou Hospital. Job satisfaction factors among nurses determine the quality of care that is a factor in the image of the hospital [3]. Therefore, to obtain quality care services, it is necessary to apply good and directed care management. As explained above, organizational and nursing management factors that the success of an organization in achieving its goals is due to the attitude and growing awareness in nurses to be able to work to complete each task. Nurses' attitudes toward the nursing profession arise as a result of a lack of understanding and appreciation of a profession so that it is not as expected and cannot bring job satisfaction such as low salary / benefits, giving a small credit score, less challenging work, placement of nurses disproportionate to tasks nursing and career progress are often hampered.

This opinion not only concerns the rights obtained for the profession, but also aspects relating to the obligations of carrying out the duties, the benefits of the duties, and activities of nurses. Though in-depth knowledge of the nursing profession will lead nurses to a broader understanding of job satisfaction they deserve and functional nurses' positions. From various views and opinions also resulted in the emergence of the assumption of some nurses that the nurse profession will be different from other professions engaged in services. Furthermore, the nurses' attitude towards others profession also arises. Positive and negative attitudes, good and bad, optimistic and pessimistic are manifestations or effects of perceived attitudes in a profession. A positive attitude will bring closer to an object and a negative attitude will distance from the object. Lack of socialization and technical guidance for nurses' positions by organizations is a manifestation of the weak imagination of this profession.

The openness to experience had an important role in predicting the adaptive performance of nurse [11]. As a professional individual, a nurse must have a perspective on her satisfaction and long-term commitment to her expertise and organization [12]. In the context of nurses' attitude towards profession concerning understanding or appreciation of the nurse's position, the implementation of duties, the benefits of the task, the implementation of activities, and managerial nurse [13].

This study aims to determine the effect of job motivation, job satisfaction and attitude towards profession on nurse performance at Prof. Dr. R. D. Kandou Hospital.

2. Methods

This research is an analytical quantitative study that implemented at Prof. Dr. R. D. Kandou Hospital. The population of this study were all nurses in the Outpatient Clinic of Prof. Dr. R. D. Kandou Hospital, amounted to 62. In determining the sample, the total sampling method was used. Thus, the number of samples of this study was 62 people.

Questionnaires were used to collect data. The validity of the questionnaire was tested using item score correlation with the total score of *Product Moment (Pearson)* and the reliability was calculated using the *Alpha Cronbach* formula. The preparation of answers for each questionnaire item used a Likert scale format, consist of score 1, score 2, score 3, score 4, and score 5. At the left end (with a low number) described a negative answer while the right end (with a large number) represented a positive one [14, 15]. To test the research hypothesis, it was used the multiple regression analysis. Data analysis was conducted using SPSS version 20.

3. Results

In this study, the result of the multiple regression analysis is $\acute{Y} = 4.361 + 0.772\ X_1 + 0.834\ X_2 + 0.401\ X_3$; where $\acute{Y}$ is nurse performance, X_1 is job motivation, X_2 is job satisfaction and X_3 is attitudes towards nursing profession. Summary results of the regression analysis are presented in the following table.

3.1. The Effect of Job Motivation on Nurse Performance

Based on the **Table 1**, it is found that $\beta_1 = 0.335$ and $t_{count} = 4.15$. with a significant level $\alpha = 0,05$ and df = n-2 = 62-2 = 60, the value of $t_{(0.05;\ 68)\ table} = 1,99$; The calculation results get the value of $t_{count} = 4.15$. Based on these criteria turned out to be the value

TABLE 1: Calculation of the Coefficients Y on X_1, X_2 and X_3

Coefficients^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	4,361	3,279		1,330	,189
X1	,772	,186	,335	4,150	,000
X2	,834	,258	,338	3,229	,002
X3	,401	,168	,371	2,388	,020

a: Dependent Variable: Y

of $t_{count} > t_{table}$ so that H_0 is rejected. This means that job motivation has a positive effect on nurse performance. =

3.2. The Effect of Job Satisfaction on Nurse Performance

Based on the **Table 1,** it is found that β_2 = 0.338, with a significant level α = 0.05 and df = n-2 = 62-2 = 60 obtained t value $_{(0.05;\ 60)}$ table = 1,99; the calculation results get the value of $t_{calculated}$ = 3.229. Based on these criteria turned out to be the value of t_{count}= 3,229> t $_{(0.05;\ 60)}$ tables = 1,99 so that H_0 is rejected. This means that job satisfaction has a positive effect on nurse performance.

3.3. The Effect of Attitudes towards Profession on Nurse Performance

Based on the **Table 1,** it is found that β_3 = 0.371, with a significant level α = 0.05 and dk = n-2 = 62-2 = 60, the value of t (0.05; 68) = 1.99; The calculation results get the value of t count = 2.38. Based on these criteria turned out to be the value of t count = 2,388> t (0.05; 68) tables = 1,99 so that H 0 is rejected. This means that attitude towards the nursing profession has a positive effect on nurse performance.

3.4. The positive influence of Job Motivation, Job Satisfaction, Attitudes towards Profession Simultaneous on Nurse Performance

Statistical analysis found that ρ $_{(y,\ 1234)}$ = 0.974. With a significant level α = 0.05 and df = (k; nk-1) = (4; 62-4-1) = (4; 57) the F value $_{(0.05;\ (4;\ 57))}$ table = 2.53; the calculation results get the value $F_{calculated}$ = 351,583. Based on these criteria turned out to be the value of

$F_{calculated} = 351.583 > F_{(0.05; (4; 57))}$ table = 2,53 so that H_0 is rejected and accept H_1. This means that job motivation, job satisfaction, and attitudes towards profession together positively influence the nurse performance.

4. Discussion

Hospitals need qualified nurses to achieve their stated goals. Qualified nurses are human beings who have the knowledge and skills in accordance with their work as executing nursing activities, have energy, and talent and high professionalism. Therefore, a hospital needs to know how much a nurse wants to work diligently to meet her needs. This is determined by the job motivation of each nurse, so that the hospital can make wise decisions in meeting the wants and needs of nurses in general and not harming the company.

Motivation in a nurse arises because of internal and external factors. Gender, age, education level, years of service, number of dependents in the family are included in the internal factors of a nurse in the hospital in doing their work, then motivation arising from external factors of a nurse include superiors and subordinate relationships, relationships between colleagues, hospital policies and regulations, working conditions, compensation, health support, etc. Nurse's job motivation will affect nurses' performance. The performance of nurses can be judged by the quality of work, responsibility for work, collaboration with colleagues, patient orientation, and nurse initiatives.

This study found that job motivation had a significant effect on nurse performance. Performance is a function of the human resources component which includes selection, motivation, training, and development for the results of tomorrow's work and better assessment [16]. Performance is the result of quality and quantity of work achieved by a person in carrying out a series of tasks in accordance with the responsibilities given to him [17]. Hospital management needs to increase the motivation of nurses by holding regular meetings to improve interpersonal relationships and provide a stimulus to the nurse's career program so that nurses will be motivated to improve their competence and will influence the performance of nurses. [18] Performance is determined by ability and skills and motivation. The ability and skills as well as the potential for someone to do and can be shown in the form of consistent actions [19] Nurse performance can be said to be good, when it causes satisfaction to patients [7].

According to Luthans, the notion of motivation is a drive within human that activates, drives and directs behavior to achieve goals. If this value does not occur, it will be represented by individuals who issue a high level of costs, which is actually against

the interests of the organization [20]. One of the factors that influence employee performance is employee job satisfaction. Job *satisfaction* is the emotional state of employees that occurs or does not occur at a meeting point between the value of employee work and company or organization rewards and the level of service value that is desired by the employee concerned.

This study found that job satisfaction had a significant effect on nurse performance. Job satisfaction or employee dissatisfaction depends on the difference between what is expected. Dissatisfaction will arise if employees receive lower than expected. Performance is the result of work in which consists of three aspects, namely: 1) clarity of tasks or work for which it is responsible; 2) clarity of the expected results of a job or function; 3) clarity of time needed to complete a job so that the expected results are realized [21]. Job satisfaction is a general attitude that is more colored by feelings towards the situation and work environment and is a reflection of an employee's satisfaction with conditions related to the implementation of work [22].

A human resource manager is very interested in understanding and fulfilling various dimensions of job satisfaction and anticipating various possible consequences, especially those with negative powers. The results of Kurniawan, Haryati and Afifah [23] showed that there was a strong correlation between caring educators and job satisfaction (r = 0.522, p = 0.0001) and the performance of new nurses (r = 0.572, p = 0.0001). There was a moderate correlation between self-efficacy and job satisfaction (r = 0.371, p = 0.0001) and the performance of new nurses (r = 0.240, p = 0.008). For new nurses, the presence of caring pastors and self-efficacy is a predictor of job satisfaction and performance.

Luthans [20] also strengthens the results of this study by arguing that job satisfaction affects: (1) Performance: Employees with high levels of satisfaction will improve performance, although the results are not immediate. There are several moderating variables that link performance with job satisfaction, especially as rewards. If the employee receives an award they deem deserves, and is satisfied, he may produce greater performance; and (2) Employee turnover: High job satisfaction will not make employee turnover low, conversely if there is job dissatisfaction, then employee turnover may be high. Attitudes towards profession are a combination or combination of integrity, discipline, and competence. Integrity is related to the moral quality that is demanded from every employee, which is honest and clean from despicable actions that always prioritizes the interests of the organization. Discipline relates to adherence to both compliance with various applicable laws and regulations and adherence to a predetermined time frame. The values of discipline require each employee to comply with established

systems and work procedures, comply with applicable laws and regulations and comply with various time limits set. Competence is related to the ability and knowledge or mastery of each field of duty. The values of competence require that each employee must truly master their duties and be able to carry out their duties correctly, effectively and efficiently.

The results of this study indicated that attitude towards profession was significant effect onnurse performance. This study supports other results which indicate that there is significant effect of nurses' attitudes toward their spiritual care. Educational methods that prioritize attitudes toward profession must be used to teach spiritual services and increase nurses' competencies in facing spiritual needs and offering spiritual care [24] and mental attitude also determines the performance of a nurse [11].

The performance of someone who is a nurse can not only rely on his ability, but also requires attitude, motivation and job satisfaction. This condition has previously been proven in both literature and research studies. Nurse's performance is influenced by many factors, including job motivation, leadership style received, job satisfaction, stress level, physical condition of work, compensation system, job design, economic, technical, and behavioral aspects [25]. Performance is determined by ability and skills and motivation. The ability and skills as well as the potential for someone to do and can be demonstrated in the form of consistent actions [19]. Mental attitude also determines the performance of a nurse [11].

That is, all judgments that determine performance basically are in themselves as well as outside themselves. A good mental attitude determines his work because workers who have motivation, work discipline and job satisfaction always motivate themselves to excel. Job Motivation is the drive that will cause behavior in the workforce to improve work results. Good nurse performance is at least determined by factors of knowledge, confidence, teamwork, and clinical skills [26]. In line with this opinion, Toubasi et.al [27] said that knowledge is important so that nurses can understand patient handling procedures. Besides that, team work and clinical skills are needed in order to apply high quality knowledge.

All potentials within a nurse's scope should receive special attention in order to achieve the performance desired by the organization where she works. Attention both partially and individually, such as what has been expressed in this study where the factors of motivation, satisfaction and attitude are things that need to be considered together.

5. Conclusion

Based on the results of the research and discussion that has been described, it can be concluded that from all variables tested, job motivation techniques, job satisfaction and attitudes towards the profession have a direct effect on nurse performance. It is suggested that hospital needs to strengthen motivation, job satisfaction, and attitude towards profession to improve nurse performance.

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Conflict of Interest

The authors have no conflict of interest to declare.

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