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Work motivation of implementing nurses to improve the quality of health services

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ABSTRACT

Introduction: The motivation of the implementing nurse is essential to improve the quality of health services. Implementing nurses plays a vital role in providing quality services to patients. High work motivation is crucial in enhancing nurses' performance and commitment to providing the best care.

Objective: Knowing the motivation behind implementing nurses can improve the quality of health services.

Method: This research is quantitative with a cross-sectional study design using a quantitative analytical approach. The number of samples was 81 people using total sampling. The research instrument used a questionnaire with a Likert scale. The analysis method uses the fisher's exact test.

Results: Based on the results of the analysis, these employees have discipline that is still lacking in completing work, while of the 5 respondents who have low work motivation, three respondents (3.7%) have good performance. This is because employees have effectiveness, efficiency, authority, responsibility, discipline, and good work initiative. The statistical test results using Fisher's exact test obtained $p = 0.009$, Smaller than $a = 0.05$ ($p < 0.05$), which means Ho is accepted and Ha is rejected. This suggests there is a meaningful relationship between work motivation.

Conclusion: the researchers found that the work motivation of implementing nurses can improve the quality of health services. Implementing nurses can enhance healthcare quality, build team spirit, and achieve organizational goals. These efforts help increase patient satisfaction and improve job satisfaction and nurses' well-being. Therefore, understanding and applying compelling work motivation is the key to improving the quality of health services.

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INTRODUCTION

Implementing nurses is critical in providing quality health services in the dynamic health system development era. As the frontline in caring for patients, the executing nurse significantly impacts the overall patient experience and care outcomes (De Rosis *et al.*, 2022). Therefore, it is essential to understand the factors that motivate nurses to carry out their duties and how this motivation can be increased to improve the quality of health services. Implementing nurses is vital in healthcare (Hookmani *et al.*, 2021). They are at the forefront of providing direct care to patients in various care settings, from hospitals to community health centers. The quality of health care provided by implementing nurses directly impacts the patient experience and overall health care outcomes. Improving healthcare quality is one of the main goals of healthcare systems worldwide. The role of the implementing nurse in achieving this goal is vital (M *et al.*, 2020). As the spearhead in providing direct care to patients, the work motivation of the implementing nurse directly impacts the patient experience and overall outcomes in healthcare. The executing nurse is vital in maintaining patients' health and well-being in various healthcare settings. Clinical skills, good communication, problem-solving, and empathy are some qualities needed to carry out this role effectively (Suprapto *et al.*, 2024).

The executing nurse is responsible for providing direct care to patients by established standards of nursing practice. They carry out tasks such as administering medicines, treating wounds, performing simple medical procedures, and providing emotional and psychological support to patients and their families (Kibret *et al.*, 2022). Work motivation is the force that drives a person to act, work, or achieve a specific goal (Suriyani *et al.*, 2023). For the implementing nurse, work motivation impacts individual performance, team effectiveness, and the overall patient experience in healthcare. With a better understanding of the work motivation of implementing nurses and their impact on the quality of health care, it is hoped that we can identify concrete steps that hospital management or other health organizations can take to improve nurse well-being, improve patient experience, and improve overall outcomes in healthcare (Wei, 2022). The work motivation of implementing nurses is a critical factor that affects the quality of health services provided. The motivation of the executive nurse is not only a duty obligation but also emotional involvement and dedication to the profession. High motivation among implementing nurses can create a positive work environment, lead to better care, and increase patient satisfaction (Warden *et al.*, 2021).

Quality health care is a fundamental right of every individual and an essential factor in improving the welfare of society as a whole. Implementing nurses is crucial in providing effective and sustainable health services to patients (Osei Afriyie *et al.*, 2024). However, in the face of the growing demands and pressures in a healthcare environment, nurses often face various challenges, such as high workloads, stressful situations, and limited resources. These factors can reduce the work motivation of the implementing nurse and, in turn, affect the quality of health services provided (Kovacevic *et al.*, 2023). Quality of healthcare refers to how well the healthcare system delivers safe, effective, timely, patient-focused, efficient, and results-oriented services. To achieve optimal healthcare quality, continuous planning, monitoring, evaluation, and improvement throughout the healthcare system is required (Al Asmri *et al.*, 2020). This includes the development of appropriate policies, training a qualified workforce, applying advanced technology, and paying attention to ethical and equitable aspects of health care. Implementing nurses are also responsible for regularly monitoring the patient's condition, identifying possible changes, and providing necessary interventions. They play an important role in observing vital signs, monitoring laboratory test results, and communicating important information to the care team (Kenwright *et al.*, 2024).

The implications of research on the work motivation of implementing nurses to improve the quality of health services have several consequences that can make significant contributions in practical and academic contexts. Health management can develop policies and programs that

support nurses' well-being and job satisfaction by improving nurse welfare and understanding the factors that motivate implementing nurses. Optimization of the work environment identification of work motivation factors can also help identify problems in the work environment that may hinder nurse motivation and performance. This study aims to provide a holistic view of the work motivation of implementing nurses, highlight the importance of implementing relevant strategies, and present practical recommendations for hospital management or health organizations in improving motivation and quality of service.

METHOD

The type of research used in this study is quantitative analytical research. This research is analytical research with a Cross-Sectional approach, where independent and bound variables are observed simultaneously to determine the relationship between work motivation and ability to employee performance. The population in this study was all implementing nurses in the hospital. The sample was taken using the total sampling technique, where all existing populations were taken as a whole to be used as research respondents, which was as many as 81 people. The method of data collection using research instruments used as a tool to collect data in this research is a questionnaire containing several questions and statements to extract some information from respondents. The format used in the questionnaire is Likert scale format. Data Processing and Analysis Techniques: Primary and secondary data obtained are analyzed through the data processing process using the Microsoft Excel program and the Statistical Package for Social Science (SPSS) version 21.00 using univariate and bivariate tests. The test is carried out based on the value of Probability (ρ); the conclusion can be made conditionally; if the probability < 0.05, then Ho is rejected, and Ha is accepted; if the probability > 0.05, then Ho is accepted, and Ha is rejected.
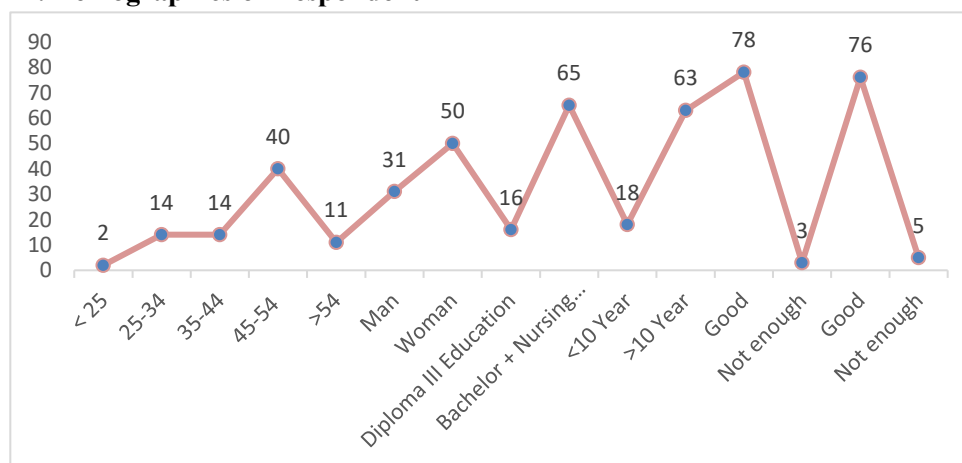
RESULTS

Grafik 1. Demographics of Respondent

Table.2 The relationship between work motivation and the performance of implementing nurses

Work Motivation	Performance Nursing				Total		p-value
	Baik		Kurang				
	n	%	n	%	n	%	
Heigt	75	93	1	1	76	94	p = 0,009
Low	3	4	2	2	5	6	
Total	81	96	3	4	81	100	

Table 2. It shows that of the 76 respondents with high work motivation, 75 respondents (92.6%) had good performance, and only one respondent (1.2%) had less performance.

Meanwhile, of the five respondents with low work motivation, 3 respondents (3.7%) had good performance, and 2 respondents (2.5%) had less. Based on the analysis results, it is known that of the 75 respondents with high work motivation, one respondent has less performance. This is because these employees have discipline that is still lacking in completing work while of the 5 respondents who have low work motivation, 3 respondents (3.7%) have good performance. This is because employees have effectiveness and efficiency, authority and responsibility, discipline, and good initiative in working. The results of statistical tests using Fisher's exact test obtained p = 0.009 Smaller than a = 0.05 (p < 0.05) which means Ho is accepted and Ha is rejected. This suggests there is a meaningful relationship between work motivation.

DISCUSSION

Researchers found that the motivation for implementing nurses is to improve the quality of health services. As the spearhead in providing direct care to patients, the implementing nurse significantly influences the patient experience and overall outcomes in healthcare. High work motivation will encourage nurses to provide more quality care and be responsive to patient needs. The nurse's involvement in the care process is often in the correct position to monitor the patient's condition directly and respond to possible changes. High work motivation will encourage nurses to be more closely committed to watching and caring for patients. The Relationship between Motivation and Service Quality High work motivation usually positively impacts health care quality. Motivated nurses tend to be more caring, conscientious, and passionate about providing patients with the best service (Aminuddin Aminuddin *et al.*, 2023). The influence of the work environment and management policies: These findings also show the importance of a supportive work environment and appropriate management policies in increasing the motivation of nurses to implement their work. Support from colleagues, recognition of the profession, career development opportunities, and fair incentives can be important factors in motivating nurses (Duffy, 2018). It is essential to understand and take action, knowing that the motivation of implementing nurses impacts the quality of health services and health management. Other stakeholders are expected to take appropriate actions to improve the motivation and welfare of nurses (Zeng *et al.*, 2022). By understanding the relationship between the work motivation of implementing nurses and the quality of health care, health organizations can develop better strategies and policies to support nurses and improve patient services (Arda and Suprapto, 2023).

The study's findings can be a theoretical foundation for nursing managers to re-plan the management model and develop appropriate methods for better nurse career planning (Ghanem Atalla *et al.*, 2023). Implementing quality improvement programs in healthcare institutions is considered a priority for health institutions in improving the quality and safety of healthcare. Implementing the programs requires efforts from all levels of staff and may be influenced by factors at an individual and organizational level (Nkhwashu, Moloko, and Zikalala, 2023). Health development increases awareness, willingness, and ability to live healthily to achieve optimal public health (Suprapto, Mulat and Lalla, 2021). The skills of a good nurse manager, the quality and quantity of human resources, and the development of human resources to face changes in both the internal and external environments begin with building nurses' commitment to various indicators of human resources development in hospitals that have an impact on customer or patient satisfaction (Suprapto *et al.*, 2023).

Nursing essentially involves working closely with patients both physically and psychologically. Nurses, particularly inexperienced nursing students, are often at significant risk of sexual harassment (Chang *et al.*, 2021). This caring leadership model developed in our study provides a new perspective and understanding of caring and leadership for nurse leaders. Nurse leaders need to strengthen their responsibilities and personal qualities while caring for nurse staff to improve leadership efficacy based on the theoretical model. And caring leadership can help nurse leaders to balance the interests of stakeholders, leading to positive consequences for nurse staff, patients, and healthcare organizations (Zhang *et al.*, 2022). Academic motivation is the most crucial determinant of competent and motivated nurses, who are often considered frontline

healthcare providers and devote most of their time to caring for clients and patients. However, most of them demonstrate remarkable differences in their academic performances during their schooling, which might be due to the differences in their academic and achievement motivation (Millanzi and Kibusi, 2021). strategic issues that need to be addressed to retain the nursing workforce. There is a need to ensure positive perceptions and support from managers, maintain intrinsic motivation, and promote even higher motivation levels to achieve satisfactory job satisfaction (Smokrović *et al.*, 2022).

CONCLUSION

The researchers found that the work motivation of implementing nurses can improve the quality of health services. Implementing nurses can enhance healthcare quality, build team spirit, and achieve organizational goals. These efforts help increase patient satisfaction and improve job satisfaction and nurses' well-being. Therefore, understanding and applying compelling work motivation is the key to improving the quality of health services. The work motivation of implementing nurses plays a crucial role in improving the quality of health services. Health organizations need to pay attention to the work motivation of implementing nurses as one of the main factors affecting the quality of health services. It can be expected that the quality of health services will improve through appropriate strategies in managing work motivation, and providing significant benefits to patients, caregivers, and the healthcare system.

Acknowledgments

Conflicts of Interest

The authors declare no conflict of interest.

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