



Factors related to work motivation of nurses in private Hospital X Banda Aceh City

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Abstract

For hospitals to operate at peak efficiency and provide high-quality care, employees must be highly motivated. Among the medical professionals who play an important role in providing health care in hospitals are nurses. However, a number of variables, including workplace, working conditions, and individual attributes such as education and experience, can influence how nurses are motivated to perform their jobs. This research seeks to ascertain which factors most influence the work motivation of nurses at Private Hospital X as well as the relationship between education, work experience, and work environment with nurses' motivation for their work. This research is a quantitative research approach cross-sectional. Data analysis between variables using spearman test and the variables in this research are education, work experience, and work environment. The research subjects were 109 nurses from 14 divisions of Private Hospital X in Banda Aceh City. The research instrument is a questionnaire. The research results show that a nurse's education (X1) is very strongly correlated with an r value of 0.825, a nurse's work experience (X2) is strongly correlated with an r value of 0.722, a nurse's work environment (X) is very strongly correlated with an r value of 0.751. Of the three variables, education is the variable that has the most influential relationship with work motivation.

Keywords: Education, work experience, work environment, work motivation, nursing

Introduction

Motivation is a psychological process influenced by various variables. Kadarisman (2016) ^[14] defines work motivation as an individual's desire to perform well at work and fulfill their assigned responsibilities. In order for hospitals to operate efficiently and provide high-quality care, employees, including nurses, need to be highly motivated. However, several factors such as the workplace, working conditions, and individual attributes like education and experience can influence nurses' motivation in performing their jobs.

One individual characteristic that can impact nurses' motivation is their education level. Highly educated nurses may possess superior knowledge and skills, which can increase their enthusiasm in the workplace. However, a study by Suratri, Edwin, and Ayu (2020) found that the majority of healthcare personnel in the study had an education level of $\leq D3$, and they were more motivated compared to those with education levels $> D3$. This contradicts Kadarisman's (2016) ^[14] statement that individuals with higher education are usually more easily motivated. Another research by Vionita (2013) supports the notion that education has a significant impact on motivation, suggesting that more educated employees are more likely to have lower motivation.

Furthermore, work experience can also influence nurses' work motivation. Nurses with longer work experience may have more expertise in handling challenging situations, which can increase their motivation. A study by Avriyanti and Sumarni (2019) ^[4] found little direct correlation between motivation and work experience. However, this finding contrasts with the research conducted by Aristarini, Kirya,

and Yulianthini (2014) ^[3], which demonstrated that work experience has a significant positive effect on motivation.

The more experienced an employee is, the more motivated they tend to be at work due to their accumulated skills and knowledge.

The work environment, including workload and workplace conditions, can also significantly impact nurses' motivation. Uncomfortable and demotivating work environments can result in decreased motivation among nurses. Notoatmodjo (2018) ^[20] emphasizes that the working environment and conditions have an impact on employee motivation, which ultimately affects productivity. Poor working conditions and unfavorable environments contribute to employee workload and can hinder their performance. Factors such as lighting, noise, temperature control, cleanliness, availability of work equipment, and personal protective equipment all play a role in influencing the work environment.

Additionally, problems related to hospital information systems (SIMRS), such as network connectivity issues and long waiting times, can be considered as working condition variables that affect employee performance and productivity. SIMRS problems can disrupt healthcare processes, including patient care and hospital administration (Handiwidjojo, 2015) ^[13], thus influencing employee motivation. A pleasant workplace, as indicated by research findings from Machmud (2013) ^[16, 22], can enhance employee motivation. A comfortable and attractive environment can make employees feel more at ease and refreshed, leading to increased task completion and performance. Sutratri, Edwin, and Ayu's (2020) study highlights the significant impact of the work environment on employees' ability to carry out their tasks effectively. Therefore, designing the work environment to accommodate

the various characteristics of employees is crucial (Alisa, Musadieg, Al Mochammad & Yuniadi, 2016; Damayanti, 2016) ^[10]. Research findings also demonstrate that factors such as hospital type, accreditation status, and accessibility can influence employees' motivation to work in a hospital (Suratri, Edwin, & Ayu, 2020).

A preliminary survey conducted among nurses working in private hospitals in Banda Aceh City, with a sample size of 30, yielded a result of 0.052. This suggests that there are existing issues with work motivation in private hospitals. Interviews conducted with the sample of nurses revealed concerns regarding the lack of a positive work culture and the excessive obligations and demands placed on them, which contribute to their vulnerability to low work motivation.

Examining these factors is essential because nurses' motivation levels directly impact the quality of care provided to patients. Nurses' performance in delivering care and treatment to patients can be influenced by low work motivation, which may subsequently affect patient satisfaction with medical services provided by the hospital. Therefore, conducting further investigations into the elements influencing nurses' motivation in private hospitals in Banda Aceh City could contribute to improving the standard of care delivered by these facilities.

Based on the context mentioned above, the research problem is formulated:

1. What is the relationship between education and the work motivation of nurses at Private Hospital X?
2. What is the relationship between work experience and work motivation of nurses at Private Hospital X?
3. What is the relationship between the work environment and the work motivation of nurses at Private Hospital X?

Research methods

The type of research is quantitative research with design cross-sectional. This research was conducted at a private type C hospital in Banda Aceh City. Data analysis uses univariate, bivariate and multiple regression tests. The research subjects were 109 nurses from 14 divisions of Private Hospital X in Banda Aceh City. The research instrument is a questionnaire.

Research results and discussion

Characteristics of the Research Sample

There were 109 nurses in the research sample. The characteristics of this research sample are shown in Table 1.

Table 1: Characteristics of Research Respondents at Private Hospital X in Banda Aceh City in November 2023 (n=109)

Characteristics	Frequency (soul)	Percentage (%)
Gender		
Man	27	24,77
Woman	82	75,23
Total	109	100,00
Domicile		
Banda Aceh	78	71,56
Aceh Besar	31	28,44
Total	109	100,00
Level of education		
D3	71	65,14
S1	38	34,86
Total	109	100,00
Education (X1)		
Low	0	0,00
Currently	10	9,20
Height	99	90,80
Total	109	100,00
Length of Work		
<1 year	17	15,60
1-2 years	57	52,30
3-5 years	29	26,61
>5 years	6	5,50
Total	109	100,00
Work experience		
Low	0	0,00
Currently	29	23,60
Height	80	73,40
Total	109	100,00
Work Environment (X3)		
Low	0	0,00
Currently	39	35,80
Height	70	64,20
Total	109	100,00
Work Motivation (Y)		
Low	0	0,00
Currently	36	33,00

Height	73	67,00
Total	109	100,00

Source: Primary data, processed 2023

In Table 1, the characteristics of the respondents in this study are presented. The majority of respondents were female nurses (75.23%), and most of them were residing in Banda Aceh (71.56%). In terms of the highest level of education, the majority of nurses were D3 graduates (65.14%). Furthermore, the majority of nurses had a length of service between 1 and 2 years (84%).

Table 1 also presents the measurement of variables such as education, work experience, work environment, and work motivation using a Likert scale. The responses were accumulated and grouped into low, medium, and high categories (termed as adapt). The majority of respondents perceived their education and work to be suitable, with 99 people (90.80%) indicating this. Regarding work experience, a majority of nurses reported having high work experience, with 80 people (73.40%) falling into this category. Similarly, a significant number of respondents, 70 people (64.20%), considered the environmental conditions of their workplace to be high. In terms of work motivation, the majority of respondents reported high work motivation, with 73 people (67.00%) indicating this.

Research result

This research has undergone ethical testing and received a research ethics certificate from the Health Research Ethics Committee (KEPK) of the Faculty of Medicine, Syiah Kuala University, with the ethics number: 202/EA/FK/2023. The sample for this study consisted of 109 nurses who met the research criteria, out of a total population of 148 nurses working in private hospitals.

1. The Relationship between Nursing Education and Nurses' Work Motivation

The results of research on the relationship between nurse education and nurses' work motivation are as shown below.

Table 2: Relationship between Nursing Education and Work Motivation of Nurses in Private Hospital X, Banda Aceh City in November 2023 (n=109)

Variable 1	Variable 2	n	P	R
Education	Work motivation	109	0,000	0,825

Source: Primary data, processed with SPSS

Based on the results of the Spearman correlation test, the value of $p=0.000$ was obtained between the variable education and work motivation and an r value of 0.825, so it can be concluded that there is a very strong relationship or correlation between the variable education and work motivation.

2. Relationship between work experience and nurse work motivation

Results of research on the relationship between work experience with nurses' work motivation as in the table below.

Table 3: Relationship between work experience and work motivation of nurses at Private Hospital X, Banda Aceh City in November 2023 (n=109)

Variable 1	Variable 2	n	p	r
Work experience	Work motivation	109	0,000	0,722

Source: Primary data, processed with SPSS

Based on the results of the Spearman correlation test, the value of $p=0.000$ was obtained between the variables of work experience and work motivation and an r value of 0.722, so it can be concluded that there is a strong relationship or correlation between the variables of work experience and work motivation.

3. Relationship between work environment and nurse work motivation

The results of research on the relationship between the work environment and nurses' work motivation are as shown in the table below.

Table 4: Relationship between work environment and work motivation of nurses at Private Hospital X, Banda Aceh City in November 2023 (n=109)

Variable 1	Variable 2	n	p	r
Work environment	Work motivation	109	0,000	0,751

Source: Primary data, processed with SPSS

Based on the results of the Spearman correlation test, between the work environment variables and work motivation, a value of $p = 0.000$ and an r value of 0.751 can be obtained, so it can be concluded that there is a very strong relationship or correlation between the work environment variables and work motivation.

Relationship between Variables

The diagram above illustrates the relationships between the variables in this research. It indicates that there is a very strong positive correlation between the variables of education and work motivation, with an r value of 0.825 and a p value of 0.000. Similarly, there is a strong positive correlation between work experience and work motivation, with an r value of 0.722 and a p value of 0.000. Additionally, there is a very strong positive correlation between work motivation and the work environment, with an r value of 0.751 and a p value of 0.000.

Furthermore, there is a strong positive correlation between the variables of education and work experience, as evidenced by an r value of 0.748 and a p value of 0.000. Similarly, there is a strong positive correlation between work experience and the work environment, with an r value of 0.738 and a p value of 0.000. Lastly, there is a strong positive correlation between education and the work environment, with an r value of 0.715 and a p value of 0.000. Based on these findings, it can be concluded that education has the strongest relationship with work motivation among these three variables.

Discussion

1. The relationship between education and nurse work motivation at Private Hospital X, Banda Aceh City

Based on the results of the Spearman correlation test, it can be concluded that there is a significant correlation between the education variable (X1) and the work motivation variable (Y), as indicated by a significance value below 0.05. The correlation is positive, suggesting that as a nurse's education level increases, their work motivation also tends to increase. This finding supports Kadarisman's (2016) ^[14]

statement that individuals with higher education levels are generally more easily motivated (Damayanti, 2016)^[10].

It is worth noting that this research aligns with the findings of Vionita (2013), who demonstrated that education has a significant impact on motivation. The research suggests that employees with higher education levels are more likely to experience higher motivation. However, it is important to consider that motivation is a complex construct influenced by various factors.

In the context of the nursing profession, education plays a crucial role in enhancing work motivation. Higher education in the healthcare field provides nurses with a deeper understanding of scientific principles and relevant knowledge (Nursalam & Efendi, 2018)^[27]. This increased knowledge and confidence can boost their motivation to provide quality care and perform at a high level.

Furthermore, higher education offers opportunities for nurses to develop better clinical and technical skills (Nursalam & Efendi, 2018)^[27]. Enhanced competence in medical procedures, handling emergency situations, and utilizing complex medical equipment can contribute to a sense of personal accomplishment and job satisfaction, thereby increasing work motivation (Al Fatih & Rahmidar, 2019)^[2].

Engagement in research and academic projects, often facilitated by higher education, can also positively impact work motivation (Brockopp, 2016)^[8]. Nurses who actively participate in research contribute to the advancement of healthcare knowledge and practices. These activities foster professional growth and provide a strong motivational boost (Swarjana, 2014).

However, it is important to acknowledge that while higher education can enhance work motivation, it is not the sole determinant. Other factors such as the work environment, team support, reward systems, and personal factors can also influence motivation (Mandagi, Umboh, & Rattu, 2015)^[17]. Moreover, motivation is subjective and can vary among individuals.

In conclusion, higher education among nurses can positively influence work motivation. It equips them with valuable knowledge, skills, and opportunities for professional growth. Nonetheless, it is crucial to recognize that work motivation is multifaceted, and various factors beyond education can impact an individual's motivation.

2. The relationship between work experience and work motivation of nurses at Private Hospital X, Banda Aceh City

Based on the results of the Spearman correlation test, it can be concluded that there is a significant correlation between the work experience variable (X2) and the work motivation variable (Y), as indicated by a significance value below 0.05. The correlation is positive, suggesting that as a nurse's work experience increases, their work motivation also tends to increase.

These findings are consistent with the research conducted by Aristarini, Kirya, and Yulianthini (2014)^[3], which found that work experience significantly influences motivation positively. Nurses with more work experience may have greater expertise in managing challenging situations, which can increase their enthusiasm and motivation in the workplace.

However, it is important to note that work experience alone does not directly influence work motivation to a significant

extent. Work motivation is a complex construct influenced by various factors beyond work experience. Factors such as job satisfaction, recognition, rewards, career development opportunities, a positive work environment, and work-life balance can have a greater impact on work motivation (Kaluku, 2023)^[15].

For example, an individual working in a job that provides personal satisfaction, opportunities for growth, and recognition for their contributions is likely to have high work motivation, regardless of their work experience. On the other hand, someone working in an unsupportive environment with limited opportunities for growth and recognition may experience a lack of motivation, even with extensive work experience (Duha, 2018)^[11].

This highlights the importance of considering factors such as job satisfaction, recognition, and career development opportunities in relation to work motivation, rather than solely focusing on work experience. Organizations and managers should create a work environment that takes these motivational factors into account in order to foster high motivation and performance among employees, regardless of their work experience (Bahri & Nisa, 2017)^[6].

In conclusion, work experience has a significant influence on a person's work motivation, particularly in the context of the nursing profession. However, work motivation is influenced by a multitude of factors, including job satisfaction, recognition, career development opportunities, and a positive work environment. It is crucial for organizations to address these motivational factors to create a supportive work environment and ensure high levels of motivation among their employees, irrespective of their work experience.

3. The relationship between the work environment and work motivation of nurses at Private Hospital X, Banda Aceh City

Based on the results of the Spearman correlation test, it can be concluded that the work environment variable (X3) is significantly correlated with the work motivation variable (Y), as indicated by a significance value below 0.05. The correlation is positive, suggesting that a nurse's work environment has a strong association with their work motivation.

This finding supports the statement by Notoatmodjo (2018)^[20] that the workplace environment and working conditions have an impact on employee motivation, which in turn can lead to increased productivity. Problems with hospital management information systems (SIMRS), such as poor network connectivity and long waiting times, can disrupt staff performance and hinder working conditions in hospitals.

These SIMRS problems can negatively affect the working conditions of hospital employees, reducing work motivation and impeding productivity. Therefore, it is crucial to address SIMRS issues to improve working conditions and employee performance in hospitals.

Research findings by Machmud (2013)^[16, 22] also support the notion that a pleasant workplace can increase employee motivation. A comfortable atmosphere and attractive environment can make employees feel more comfortable and refreshed, leading to better task completion and enhanced performance. The quality of the work environment plays a significant role in accepting and considering employees' traits and characteristics (Alisa,

Musadieg, Al Mochammad, & Yuniadi, 2016; Damayanti, 2016)^[10].

Additionally, aspects of the hospital environment such as accreditation status, hospital type, and access to the hospital have been found to be related to work motivation (Suratri, Edwin, & Ayu, 2020). These factors can influence the level of work motivation among hospital employees.

The work environment exerts a significant positive influence on individual work motivation (Chaerunnisa & Djastuti, 2022)^[9]. Factors and conditions in the workplace can impact individuals' feelings, attitudes, and behavior in carrying out their duties and responsibilities. Social support provided by colleagues and management can increase work motivation through feelings of appreciation, recognition, and a strong sense of belonging (Mansyur, 2008)^[18, 24].

Employee involvement in decision-making, contribution to their work, and recognition of individual contributions and achievements can also enhance work motivation (Herlina, Nurdianawati & Wahyuni, 2023)^[12]. A supportive work environment that promotes work-life balance can reduce stress, improve well-being, and strengthen long-term work motivation (Saras, 2023)^[28].

Furthermore, opportunities for career development and growth in the workplace can increase work motivation by providing learning opportunities, skill development, and advancement prospects (Kaluku *et al.*, 2023)^[15].

In conclusion, a supportive work environment that encompasses social support, recognition, work-life balance, and career development opportunities significantly influences individual work motivation. Factors and conditions within the work environment play a crucial role in shaping employees' motivation, attitudes, and behaviors. Organizations should prioritize creating an environment that fosters motivation and supports the well-being and growth of their employees.

Conclusion

Based on the results of the research and discussion above, several conclusions can be drawn, namely:

1. The education variable (X1) is very strongly and significantly correlated with the work motivation variable (Y) with an r value of 0.825 and a p value = 0.000.
2. The work experience variable (X2) is significantly strongly correlated with the work motivation variable (Y) with an r value of 0.722 and p value = 0.000.
3. The work environment variable (X3) has a very strong and significant correlation with the work motivation variable (Y) with an r value of 0.751 and a p value = 0.000
4. The education variable is the variable that correlates most strongly with work motivation.

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