Critical Nurse Performance Based on Training and Work Motivation

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A R T I C L E I N F O

A B S T R A C T

This research aims to determine the effect of training and work motivation on the performance of critical care nurses at Dr. Lung Hospital. M. Goenawan Partowidigdo Cisarua Bogor. The sample in this study was 85 people. The results of the validity and reliability tests show that all question items are declared valid and reliable. The research method uses multiple linear regression with IBM SPSS software. The multiple regression analysis of the F test (simultaneous) states that there is a simultaneous positive and significant influence between training and work motivation on the performance of critical nurses. The results of the t-test (partial) stated that training had a positive and significant effect on the performance of critical nurses and work motivation had a positive and significant effect on the performance of critical nurses at Dr. Lung Hospital. M. Goenawan Partowidigdo Cisarua Bogor.

INTRODUCTION

In the current era of globalization, every organization or company competes with each other to show the superiority of their respective companies. Competition is constantly growing nowadays, requiring companies to be able to survive the competition and develop quality human resources. Human resources (HR) are an important aspect for organizational development because the success of a company or organization is largely determined by the activities of utilizing human resources.

One of the factors that influences hospital sustainability can be measured by performance. Performance Nurses are highly expected because of the hospital service system, so that what is expected by the hospital will be achieved well. The following is the 2021 On Going Professional Practice Evaluation (OPPE) professional practice evaluation data for nurses.

Table 1. Evaluation of Nurses' Professional Practices on Going Professional Practice Evaluation (OPPE) in 2021

No	Assessment Indicators	Number of Nurses (Person)	Score	Average value	Category
I. Implementation of Ethics and Discipline in Nursing Practice					
1.	Interpersonal communication	85	720	85	Good
2.	Performance in providing nursing services				
3.	Discipline in providing services				
4.	Collaboration in providing services				
II. Nursing Professional Practice					
1.	Carrying out nursing assessments	85	710	83	Good
2.	Formulate a nursing diagnosis				
3.	Create a nursing action plan				
4.	Carrying out nursing actions				
5.	Conduct nursing evaluations				
6.	Perform nursing documentation				
III. Clinical Professional Development (CPD)					
1.	Participate in scientific activities/seminars/workshops	85	695	82	Good
IV. Quality Indicators					
1.	Prevention of decubitus	85	705	83	Good
2.	Prevention of patient falls				
3.	Prevention of IADP (Primary Bloodstream Infections)				
4.	Prevention of VAP (Ventilator Associated Pneumonia)				
Average				83	
Good Category					

Source: Head of Room (Processed Data), 2022

Based on Table 1, it can be seen that the average performance evaluation achievement for critical nurses in 2021 is 83. This figure shows that the performance of critical nurses is good, even though the target set by the RSPG in the performance evaluation is 100.

To find out problems related to performance, you can look at complaints ranging from facilities to service. Based on pre-survey, it can be seen that the

average number of patient complaints was 26%, the lowest value was in June at 18% with a total of 5 cases involving facilities and services, through suggestion box media, on the other hand, the highest number of complaints was in August at 36% with the number of cases was 10 cases with the type of service case, through the media suggestion box. This is due to a lack of monitoring and providing training related to service quality, so it is necessary to improve training so that service quality is better to improve the quality of performance to be more optimal. as well as improving complaint services, especially in the social media sections especially Google so that you can find out deficiencies in providing services and make it easier for patients/visitors to express their opinions. that the target number of employees who took part in training in 2020-2021, the average achievement of the training target was 99.51%. With an average annual target of 1,660 people nurse, however the number realized was 1,652 people take care. In 2020 with a target of 1,680 people nurse who took part in the training, but only 1,671 actually took part in the training activities.

Table 2. Data on Implementation of Critical Nurse Training in 2021

No	Training Theme	Nurse Target (People)	Taking Training (People)	Not Following Training (Person)	Percentage Having Participated in Training (%)
1.	IHT BTCL Nurse	85	42	43	49
2.	ACLS For Nurses	85	50	35	59
3.	Basic intensive nursing care training for Covid ICU patients	85	63	22	74
4.	Basic intensive nursing care training for Covid ICU patients	85	55	30	65
Average Attending Training (%)					61.75

Source: RSPG Training (Data Processed), 2022

Based on Table 2, it can be seen that the average number of patient complaints was 26%, the lowest value was in June at 18% with a total of 5 cases involving facilities and services, through suggestion box media, on the other hand, the highest number of complaints was in August at 36% with the number of cases was 10 cases with the type of service case, through the media suggestion box. This is due to a lack of monitoring and providing training related to service quality, so there is a need to improve training so that service quality is better to increase the quality of performance to a more optimal level. as well as improving complaint services, especially on social media, especially Google, so that we can find out deficiencies in providing services and make it easier for patients/visitors to express their opinions. The problems faced in training in 2021 are hampered by the Covid-19 pandemic, this has resulted in a reduction in the number of trainings, where in 2021 the RSPG only conducted 4 (four) trainings. Lack of training activities can have an impact on the nurses

themselves, such as; often make mistakes at work, lack knowledge in using technology and work productivity tends to decrease.

The compensation provided by RSPG consists of salary/wages, food allowance, social security, incentives and holiday allowances. RSPG tries to provide compensation in accordance with what has been carried out by nurses, however the work results that have been achieved are still not in accordance with what the hospital expects. It is suspected that motivation is still low in late entry to work, one of which is a high decrease in motivation by looking at the percentage of tardiness of 24%, while the RSPG expects that there will be no late entry to work for nurses or zero percent of incidents.

LITERATURE REVIEW

Performance is the result of work and work behaviour that has been achieved in completing the tasks and responsibilities given in a certain period. Performance is a work result achieved by a person in carrying out the tasks assigned to him which is based on skill, experience, seriousness and time (Kasmir, 2018:182). Performance is the result of work in terms of quality and quantity achieved by a person in carrying out their duties in accordance with the responsibilities given (Mangkunegara, 2017:67). Performance is the result of work both in quality and quantity achieved by someone in carrying out tasks according to the responsibilities given (Robbins,2012:260).

Training is a process to form and equip employees by increasing their skills, abilities, knowledge, behaviour (Kasmir, 2019: 126). Training is one of the efforts to improve human resources in the world of work, whether new or old. Training is a short-term educational process using systematic and organized procedures where non-managerial employees learn knowledge for limited purposes (Mangkunegara, 2013:44).

Motivation is a potential force that exists within a human being, which can be developed independently or by a number of external forces which essentially revolve around monetary rewards and non-monetary rewards which can influence performance results positively or negatively, depending on the situations and conditions faced by the person involved. related (Hamali,2018:133)

METHODOLOGY

The type of data used in this research is primary data obtained directly from the research location through a questionnaire given to nurse Dr. M. Goenawan Partowidigdo and secondary data obtained from written evidence or company documentation, literature, results of previous research, and other data related to this research.

RESULT AND DISCUSSION

The processing results are the results obtained after the data has been processed using SPSS 25. The data analysis method uses multiple linear regression, multiple correlation, F test, and t test as follows You must not forget the numbers for every table and chart presented in your paper.

Table 3. Summary of Calculation Results of Training and Work Motivation on Performance

Model	Unstandardized Coefficients		Unstandardized Coefficients			Collinearity Statistics	
	B	Std. Error	Beta	t	Sig.	Tolerance	VIF
(Constant)	13,595	5,909		2,301	.024		
Training	,227	,056	,396	4,028	,001	0.817	1,224
Work motivation	,270	,087	,305	3,100	,003	0.817	1,224
t-table	= 1.989						
f-count	= 22,363						
Sig	= 0.024						
f-table	= 3.11						
R	= 0.594						
R2	= 0 .354						
Adjusted R2	= 0.337						
Std. error of the estimate	=3.1717817						

Source: Primary Data (Processed Data), 2022

Based on a summary of the results of calculations using multiple linear regression, the results show that the relationship between training and work motivation and nurse performance at the Gunawan Patrowidigdo Lung Hospital shows an R value of 0.594 which is in the value range (0.400-0.599) included in the medium category. This means that the relationship between training and work motivation and nurse performance has a moderate relationship. Meanwhile, the results of calculations on the coefficient of determination show that the R Square result is 0.354 or 35.4%. This shows that the percentage contribution of the influence of training and work motivation variables on nurse performance is 35.4% and the remaining 64.6% is influenced by other factors such as organizational culture, leadership and work discipline by Kasmir (2016:65).
Responses regarding research variables:

Table 4. Recapitulaion of Employee Assements

No	Variables	Percentage (%)	Criteria	Interpretation
1.	Training	73	Good	The training activities that have been carried out have gone well.
2.	Motivation	75	Tall	The work motivation of critical care nurses has gone well
3.	Performance	73	Good	The performance of critical care nurses has gone well.

Based on Table 4, it is explained that the recapitulation results state that the average training assessment regarding the training variable is 73, work motivation variable is 75 and the recapitulation show that the average critical nurse assessment of the nurse performance variable is 73.

The Effect of Training on Nurse Performance

Training that is carried out regularly and continuously will have a very good impact on nurses in carrying out their work. Training is a process to form and equip nurses by increasing their skills, abilities, knowledge and behaviour. Paying attention to training will have an influence on the training that has been implemented. The results of this research are supported by Sartika (2018), that training has a positive and significant effect on performance.

The Influence of Work Motivation on Nurse Performance

The work motivation you have at work will be useful in helping to improve high performance results. Having work motivation helps nurses increase work productivity, improve welfare and improve discipline. By paying attention to work motivation, it is hoped that it can increase morale and job satisfaction, increase responsibility at work and create a good working atmosphere and relationships. The results of this research are supported by Subroto (2018), that work motivation has a positive and significant effect on performance.

Factors Driving Nurse Performance

In implementing the performance assessment carried out by nurses, it can be seen through the results of the work that has been carried out, namely by looking at aspects, 1). Quality, where work results are measured from the nurse's perception of the quality of the work produced as well as the perfection of tasks regarding skills and abilities; 2). Quantity, work results can be seen from work speed and accuracy in work; 3). Implementation of duties, to what extent the nurse is able to carry out work accurately or without errors; 4). Responsibility, awareness of the nurse's obligations to carry out the work that must be done.

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of the research conducted, the author can formulate the following conclusions:

1. Critical nurses' responses to training (X1) and work motivation (X2) to critical nurses' performance (Y) are as follows: a). Training is included in the good criteria. The highest score for the instructor/trainer indicator is in the good category, while the lowest score is for the training location indicator in the good category, so that training activities are expected to have a special room for training activities; b). Work motivation is included in the good criteria. The highest value for the physiological need's indicator is in the high category, while the lowest value is for the need for self-actualization indicator in the high category, so it is recommended to provide encouragement, one of which is providing training aimed at motivating you at work; c). Performance is included in the good criteria. The highest score in the quality and quantity indicators is in the good category, while the lowest score in the task implementation indicator is in the good category, to always communicate with fellow nurses so there is a need for education about team work.

2. Training and work motivation simultaneously have a positive and significant effect on the performance of critical care nurses at Dr. Lung Hospital. M. Goenawan Partowidigdo Cisarua Bogor.

3. The partial influence of training and work motivation on the performance of critical nurses is: a). Training has a positive and significant effect on the performance of critical care nurses at Dr. Lung Hospital. M. Goenawan Partowidigdo Cisarua Bogor; b). Work motivation has a positive and significant effect on the performance of critical care nurses at Dr. Lung Hospital. M. Goenawan Partowidigdo Cisarua Bogor.

Meanwhile, the implications are as follows:

1. Training for critical care nurses at Dr. Lung Hospital. M. Goenawan Partowidigdo Cisarua Bogor needs to be maintained well and must be improved again to reach the very good category. Companies also need to increase training activities, especially for critical nurses, then review and evaluate periodically whether the training that has been held is running effectively and efficiently and can significantly improve skills and work abilities for critical nurses; 2). Work motivation for critical care nurses at Dr. Lung Hospital. M. Goenawan Partowidigdo Cisarua Bogor needs to be maintained well and must be improved again to reach the very good category. Companies must always pay attention to work motivation so that critical care nurses are enthusiastic about working so they can improve performance results; 3). Performance of critical nurses at Dr. Lung Hospital. M. Goenawan Partowidigdo Cisarua Bogor needs to be maintained well, especially the statement with the lowest score so that it can be improved again so that it can become a very good category. For

further research, it is necessary to pay attention to other indicators and different analytical tools to find out the factors that influence performance are influenced by other factors such as organizational culture, leadership and work discipline Based on the results of the research conducted, the author can formulate the following conclusions:

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can become a very good category. For further research, it is necessary to pay attention to other indicators and different analytical tools to find out the factors that influence performance are influenced by other factors such as organizational culture, leadership and work discipline

FURTHER STUDY

This research still has limitations so further research needs to be done on this topic "Critical Nurse Performance Based on Training and Work Motivation".

ACKNOWLEDGMENT

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