The Effect of Work Motivation and Self-Actualization on Work Productivity of Nurses at Iskandar Muda Hospital, Banda Aceh

Muhammad Fachri[1]
[1] Fakultas kedokteran dan Kesehatan, Universitas Muhammadiyah Jakarta, Indonesia,
dr.muhammadfachri@gmail.com

Corresponding Author: dr.muhammadfachri@gmail.com

Abstract: The purpose of this study was to determine and analyze: (1) Motivation; Actualization; (3) Productivity; and (4) The Effect of Work Motivation and Self-Actualization on Work Productivity of Nurses in the Surgical Poly of Iskandar Muda Hospital Banda Aceh, both simultaneously and partially. The research method used in this research is descriptive survey and explanatory survey, the analysis used in this research is the Nurses in the Surgical Poly of Iskandar Muda Hospital Banda Aceh with a sample of 30 people. The type of investigation is causality, and the *time horizon* in this study is *cross-sectional*. Based on the results of the study, it was found that the Productivity of Nurses in the Surgery Poly of Iskandar Muda Hospital Banda Aceh turned out that most of the Nurses gave very good responses; Work Productivity of Nurses in the Surgery Poly of Iskandar Muda Hospital Banda Aceh in general can be said to be good, Work Productivity of Nurses in the Surgery Poly of Iskandar Muda Hospital Aceh is currently considered good seen from the results of data processing and analysis results of 0.894. Work motivation and self-actualization simultaneously affect the work productivity of Nurses at the Iskandar Muda Hospital Surgery Poly in Banda Aceh. However, partially work motivation of 0.673 is more dominant in influencing the work productivity of nurses than self-actualization of 0.360. Thus Work Motivation is more dominant in influencing Work Productivity, being the first priority in improving Nurse performance. then the Iskandar Muda Banda Aceh Hospital Surgery Room is expected from the leadership to continue to be able to provide Work Motivation to nurses on a regular basis so that in providing services in the Surgical Poly runs optimally as well as nurses are included in training and education, so that they are able to work well and gain the trust of patients or the public.

Keyword: Motivation, Actualization, Productivity.

INTRODUCTION

Indonesia is a vast archipelago spread throughout the archipelago, as a vast archipelago, of course it must continue to try to build fairly and evenly throughout the Province. Therefore, along with its development, Indonesia continues to build in all fields, including the health sector. During the Covid 19 pandemic, the health sector is a mainstay for handling so

that the community is served because the situation has expanded to all corners of the archipelago, the involvement of hospitals is mandatory in handling the Covid 19 pandemic so that its existence is very necessary.

The handling of the Covid 19 pandemic continues to be carried out comprehensively for all circles of society, including from the center to various provinces in Indonesia, one of which is the Special Region of Aceh Darussalam Province as a door at the western tip of Indonesia which continues to make joint efforts to overcome this Covid 19 Pandemic.

In the Special Capital Region of Aceh Nangro Darussalam Province there are several hospitals that provide health services in the Covid 19 Pademi condition, of the many hospitals in the Special Capital Region of Aceh Nangro Darussalam Province there is Iskandar Muda Hospital under Kesdam Iskandar Muda Aceh which always participates in providing services, especially for members of the Army and their families, generally also providing services to the general public who need health services, especially during the Covid 19 Pandemic, their role is greater because of the large number of sufferers that must be handled.

Iskandar Muda Hospital provides services to Members of the Army and families as well as to the general public by continuing to develop services and improve the quality of professional services by continuing to pay attention to the health care needs of patients who need Emergency, Outpatient and Inpatient care to all parties who need health services.

With its development, the researcher is also part of the Iskandar Muda Hospital as a medical specialist in Urological Surgery who wants to get to know more in the form of scientific research in completing studies at postgraduate majors in Management, therefore further researchers will see and examine more concretely at the Iskandar Muda Hospital Surgery Clinic in the form of a thesis.

The increasing and modern competition and the complexity of the availability of health facilities today make every health facility compete to attract every prospective patient. Excellent health services are an option that is in demand by people who need health services so that they become an option.

Research in July 2022 as a preliminary research has done by looking descriptively quantitatively at the data of patient visits to the Surgical Poly for 1 month found several problems related to Motivation and Actualization of nurses who must be continuously given, especially in the Surgical Clinic, including the following:

1. There are still many patients who complain during the pandemic so that the performance of nurses is limited in time.
2. Patients complained about the limited number of nurses in health services at the Clinic during the pandemic because there were many treatments in pandemic cases.
3. Many patients have complained about the difficulty of obtaining information about health services during the pandemic.
4. Lack of continuous motivation for nurses has led to many patients complaining about the speed of service.

These are some of the assessments found by researchers when conducting preliminary research on the conditions of service and performance of nurses which are largely determined by motivation and actualization, because what patients / consumers respond directly to performance in health services is motivation that is carried out continuously. As a form of motivation and actualization Roland and Keiningham (1996) state that in marketing products/services a *marketing mix is* needed by designing and determining *Product, Price, Place, Promotion (4P)* to be able to increase the value of products/services in the eyes of customers, obtain profits, and survive. In the service marketing mix by relying solely on the 4 P's as a motivational tool, nurses who provide health services can understand the reciprocal relationship between key aspects in the service business. Periodic motivation requires other aspects, namely: *People, Physical Evidence, and Process.*

So to formulate a motivation and actualization appropriately requires a strategy, it is very important to study the needs and desires of all interested parties (Feurer and Chaharbaghi, 1995). In line with Feurer and Chaharbaghi, Liewe Dijkstra and Hans van der Bij (2002) said that customer demands have an important role in designing products whose performance is perceived by customers. Therefore, if a health care institution can provide consistent and continuous motivation and understand the behavior of its patients/customers, then the health care institution is in a much better position to design services, prices, promotions and distribution channels to meet customer needs (Morrison, 1996, 68).

In connection with the success of a health service, especially in the Surgery Clinic, nurse work productivity is one of the keys to success with the satisfaction received by patients, of course, it is expected that patients will return to the same place for treatment and become loyal to the clinic services provided so that they finally have their own loyalty as loyal patients.

Iskandar Muda Aceh Hospital is a health service whose original purpose was to serve and facilitate members of the Indonesian Army in this condition and also serve the general public in the vicinity and is strategically located in the Aceh Region, its existence near Military Agencies, also close to residential areas and close to those who need health services that are not far away. Besides that, Iskandar Muda Banda Aceh Hospital has received several awards as an outstanding TNI Hospital at the Aceh Nangro Darusalam Province Level and the National Level and has been fully accredited, which is the main capital to become the choice of patients who are expected to become customers for hospitals that have the full trust of patients. Therefore, the researcher wants to know the extent of the influence of work motivation and self-actualization on the productivity of nursing performance in the surgery clinic of Iskandar Muda Hospital Banda Aceh.

Based on the results of preliminary observations that have been made by researchers in August 2022, there are problems that occur in the Surgical Poly of Iskandar Muda Aceh Hospital, namely regarding the Professionalism of Nursing Performance as stated above.

Taking into account the explanation of the researcher above, gaining high patient trust in health facilities is a must that can provide added value to hospitals. Thus, the study of motivation is important to do. Whether or not patients trust is highly dependent on the hospital's ability to create these conditions well, namely by providing *service value in* accordance with the perceived value of its patients where nursing becomes something that must be motivated continuously, because currently patients are faced with various choices of health facility services, and patients are likely to choose services that provide more value.

METHOD

The research was conducted based on descriptive quantitative and verification methods which aim to provide an overview of the relationship between research variables and answer research problems. The population in this study is the average work productivity of nurses working in a surgical clinic totaling 30 people who were surveyed for one month. The sample that will be taken by researchers because it is less than 100 people, then the entire population will be sampled as many as 30 nurses above.

Descriptive statistical analysis is intended to provide an overview of the demographics of respondents. Researcher processing will use statistical data and non-metric data using a non-parametric scale, while metric data uses parametric statistics. This research uses questionnaire research whose alternative answers are on an ordinal scale, while in statistics researchers will use parametric statistics. As a result, data using an ordinal scale must be converted to an interval scale. William L. Hays (1969) found a method to switch the ordinal scale into an interval scale, this method is called *Method of Succesive Interval* (MSI). Hypothesis Testing

In analyzing the data in testing the hypothesis of this study will be carried out through *path analysis*. The path analysis technique is used to test the amount of contribution (contribution) indicated by the path coefficient on each path diagram of the causal relationship between variables X1, X2, and X3 to Y and their impact on Z (Supardi, 2012: 263).

Before conducting path analysis, a model fit test (Goodness of Fit Test) is first carried out, which is to test whether the proposed model has a fit with the data or not (Riduwan and Engkos Achmad Kuncoro, 2011: 146). The test measures and criteria used in the Goodness of Fit Test are P-value ≥ 0.05, Root Means Square Error of Approximation (RMSEA) ≤ 0.08 and Comparative Fit Index (CFI) value ≥ 0.90.

RESULTS AND DISCUSSION
Research Results
Characteristics of Medical Personnel
The majority of nurses are D3 nursing graduates, as many as 87% and already have STRs because education is a performance demand and affects the field of nursing staff with their ability to solve nursing problems in surgical poly so as to provide excellent service to the community. It is argued that education will support health work performance, but it does not rule out the possibility that health workers with less high education can achieve peak performance if they have a high work ethic and clear goals.

To find out more about the research results, you can see the results by SPSS version 25 in the following table;

Correlation Relationship

Table 1 Correlation Relations

		X1	X2
X1	Pearson Correlation	1	.644**
	Sig. (2-tailed)		,000
	N	30	30
X2	Pearson Correlation	.644**	1
	Sig. (2-tailed)	,000	
	N	30	30

**. Correlation is significant at the 0.01 level (2- tailed).
SPSS Ver.25

With $\beta = 0.05$; $\alpha = 5\%$ and $\rho = 0.644$, the minimum sample size (n) is obtained = 30. Based on the minimum sample size (n), in this study, the sample size (n) was determined to be 30 nurses. In this case the sample size (n) represents the population so that the research conclusions apply or can be generalized to the population. As for the sampling technique used is *simple random sampling*, because existing population units have the same opportunity to be selected as samples.

Determination of the sample, namely all Nurses who work at the Iskandar Muda Hospital Surgery Clinic which has been carried out in a month in October 2022 by the author in this study, totaling 30 respondents or nurses in this case after the researcher has done a simple random selection of the entire population, thus the results of the data processing above obtained there is a correlation relationship because it is below 0.05 or 5%, namely the results with p = 0.644 or 64.4% have a large correlation value.

Validity Test
The following authors submit the validity test results from SPSS version 25, which are as follows:

Table 2 X1 validity test
Reliability Statistics

Cronbach's Alpha	N of Items
,786	5

SPSS Ver.25

Table 3 X2 validity test
Reliability Statistics

Cronbach's Alpha	N of Items
,742	8

SPSS Ver.25

Table 4 Y validity test
Reliability Statistics

Cronbach's Alpha	N of Items
,802	9

SPSS Ver.25

Looking at the results of the tables above shows the results of the validity test of the X1, X2 and Y variables where the three of the validity test results each show where the X1 = 0.786 X2 = 0.742 and Y = 0.802 variables with the results obtained, the researcher can say that the results are valid / statistically reliable because they are above 0.5 thus what has been researched and the data has been processed using SPSS version 25 the data shows valid and detailed results are more complete in the attachment.

Path Analysis

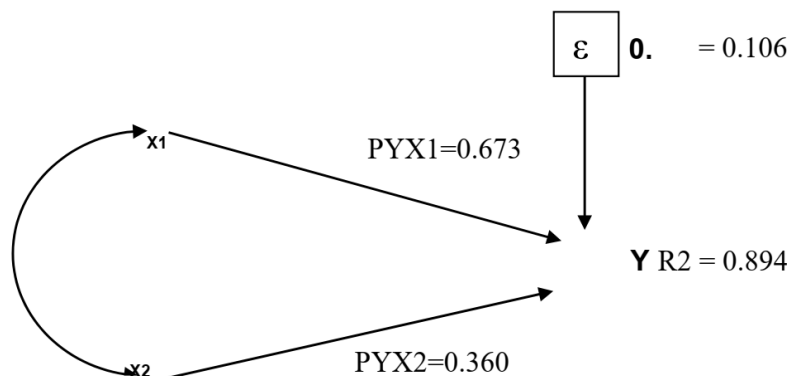The results of the SPSS version 25 Path Analysis data can be seen in the table below:

Figure 1 Path Diagram

Description:
 X1 = Work Motivation
 X2 = Self-Actualization
 Y = Nurse Labor Productivity

Table 5 Linear Regression
Regression Path Analysis
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,946a	,894	,887	1,74429

a. Predictors: (Constant), X2, X1

SPSS Ver.25

ANOVAa

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	696,471	2	348,236	114,455	.000b
	Residuals	82,149	27	3,043		
	Total	778,620	29			

a. Dependent Variable: Y
b. Predictors: (Constant), X2, X1

SPSS Ver.25

Coefficientsa

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	,908	1,734		,524	,006
	X1	1,056	,128	,673	8,233	,000
	X2	,426	,097	,360	4,411	,000

a. Dependent Variable: Y
SPSS Ver.25

The author explains from the results of data processing in the Regression Part Analysis Table, Frequency and Coefesiensi above after being processed using SPSS version 25, it explains that the relationship between variable X1 and variable X2 to Y is 0.894, which means that the epsilon, namely the unexamined variable, is 0.106, thus meaning that a lot is studied.

As for the hypothesis test after the author has processed the data, it produces a frequency of 114.455 the calculation results of the t count can be said to be significant when compared to the t table of 2.750 so that it means that the relationship between variable X1 and variable X2 to variable Y is significant.

Furthermore, the results of data processing coefisiensi the author gets the magnitude of the influence of variable X1 to variable Y of 0.673 and variable X2 to variable Y of 0.360, thus the results of this study can be said to be the result: Ho = accepted H1 = rejected

The author can convey the results of this study and has discussed that all the results of data processing calculations using SPSS version 25 have no calculation results whose value is equal to 0 (zero), namely 0.894 and the results are above 0.500 or 5% so that the problem is very significant, namely 89.4%, thus the researcher states that this research is proven to answer the phenomenon that has been put forward and must be proven as stated before the research on the background and problem formulation.

Thus the results - the results that the author describes in the results and discussion are clear and illustrated that the data processing has been processed using SPSS version 25 and in detail can be seen on the attachment page and become the benchmark for the author in conveying the conclusion of this research that in the Iskandar Muda Hospital Surgery Clinic Banda Aceh in the process of this research a problem was found.

CONCLUSION

The Work Motivation variable that is implemented, especially in the Surgery Poly of the Iskandar Muda Hospital in Banda Aceh, should be carried out by the leadership or the employee development section / HRD periodically determining the motivation program. This can be seen from the results of the respondent's data processing resulting in 0.673 which has received the respondent's opinion. So thus these results become input to continue to be motivated by management or leaders, especially in the Surgical Poly that has been studied. The Self-Actualization variable that is always applied in daily services by nurses at the Iskandar Muda Banda Aceh Hospital Surgical Poly should always be carried out routinely in

carrying out services in the surgical poly according to their fields. It can be seen from the results of research data processing that has been carried out questionnaires where the nurse as a respondent is 0.360, meaning that the value of respondents to nurses who have been questioned during service must be applied and always developed optimally so that patients get a sense of comfort served by good nurses so that good relationships will be created and get full trust from patients to get service again where patients often and want to always get the best service by themselves nurses must improve performance indicators in carrying out their service duties at the Iskandar Muda Hospital Surgery Clinic Banda Aceh. The performance ability of nurses needs to be made a service training schedule so that they are trained in serving patients outside of the nurse's professional training seen from the research indicators there are still respondents' opinions for service improvement. Work Motivation variables and Self-Actualization variables both simultaneously affect the variable Work productivity of nurses who should have a positive impact so that they gain the trust of the community. While partially the Work Motivation variable is more dominant in influencing the work productivity variable of nurses than the Self-Actualization variable, it can be seen from the results of the questioner that has been studied that the results are greater, namely 0.673 for the Work Motivation variable while the work Actualization variable results in 0.360. The variables studied see the results of data processing partially of 0.894, which means that it is greater than the variables that are not studied simultaneously of 0.106, and the final result is Ho is accepted while H1 is rejected because almost all calculations are more than the value of 0 (zero).

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