

The Relationship of Work Motivation, Work Discipline and Personal Characteristics of Nurses in Regional General Hospitals

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Abstract:

The purpose of this study is to ascertain how work motivation and work discipline interact. 50 respondents made up the sample for this investigation, which used a cross-sectional study design. Chi square is the statistical test employed. The researcher used a study tool in the form of a questionnaire for the independent variables, which were work motivation and individual characteristics. The work discipline assessment form, which is completed by the managers of the work unit under study, and the document review form are used by the researcher even though work discipline is the dependent variable. 35% of the workforce had poor work discipline. Meanwhile, 65% of employees exhibit strong work discipline. Work motivation, employee traits, and workplace discipline do not significantly correlate. However, job motivation, reward or recognition, pay or wages or rewards, working circumstances, and work discipline have a substantial relationship.

Keywords: work motivation, work discipline, cross-sectional study, individual characteristics.

introduction

An institution of complicated and varied nature is the hospital. Because of this, each work area or work unit requires a contemporary approach to service system management, and each hospital's service system must be examined in order to prepare for global competitiveness. The demand for high-quality healthcare services from the general public is a significant competitive issue and challenge. Hospitals must prepare their resources, including their human resources, in order to compete in this market. Competent human resources (HR) play a significant role in hospital

institutions in fulfilling the goals, vision, and purpose of a hospital, one of which is ensuring the quality of hospital services. Because each individual will be successful if they are assigned to a position that fits their skills, it is crucial to apply the science of human resource management to the hospital. Health professionals, particularly nurses, are human resources who have direct patient contact. Nurse performance standards can be used to determine if hospital services are of good or unsatisfactory quality. Article 23 of Health Law No. 36 of 2009 states that health professionals are authorized to give medical care. Nursing services make up between 40 and 60 percent of hospital services (Hasibuan, 2023).

A patient who receives inpatient care regularly visits a hospital for medical attention that lasts longer than 24 hours. Inpatient services are targeted in particular towards patients or suffering who require ongoing nursing care till healing takes place. One of the departments at a hospital that offers complete services to aid patients with their difficulties is the inpatient service department. Customer or patient satisfaction can be used as a gauge of service quality because the inpatient unit is one of the hospital's revenue generators. There were 50 class III inpatient unit nurses according to the initial survey, which researchers conducted using observation and interview techniques. However, data on the attendance of class III inpatient unit nurses from January to March 2022 showed that there were still a significant number of nurses who did not comply. The nurses are not wearing uniforms or providing services in accordance with hospital standards, and some of the nurses are still ignoring fingerprint attendance. Arrival and departure times are also in line with the applicable regulations. According to data on tardiness and early departure for working personnel, nurse tardiness can grow by more than seven times each month, by as much as 8.33% in January, 27.1% in February, and 41.6% in March. Data on nurses who left their shifts early also surged more than seven times each month, reaching highs of 4.12% in January, 12.5% in February, and 22.92% in March. According to the findings of the researcher's observations and interviews with nursing and staffing committee employees, a number of nurses still seem to have broken discipline-related rules, such as not donning uniforms or providing service in accordance with hospital standards. Additionally, there are nurses who continue to disregard fingerprint attendance (Hasibuan, 2015).

Following up on the realization of the value of having quality human resources in this case, nurses require a variety of tactics that might raise the caliber of nurses. The issue of discipline is one that is assessed when evaluating the quality of a nurse's performance. A person's awareness and willingness to follow all applicable workplace policies and societal conventions are indicators of their discipline. If an employee adheres to the rules for coming and going from work, maintaining order, dressed appropriately and providing complete service, and reporting any absences from work, their work discipline might be deemed to be good. Employee motivation at work is one factor that might have an impact on an employee's level of work discipline, therefore naturally, people with strong motivation will also have high discipline. An individual's motivation is the desire that drives him to do action. An employee that is motivated will be highly enthusiastic about completing the tasks given to him. Motivation is crucial because it is intended that with motivation, each person will be motivated to put in a lot of effort, be disciplined in following rules and regulations, and be excited about achieving high productivity. Giving motivation includes improving discipline and lowering employee absenteeism as one of its objectives. According to earlier study, there is a considerable correlation between the motivational sub-variables of pay, work environment, supervision, rewards and responsibility, and work discipline (Pratiwi et al., 2022). Other studies have found a strong correlation between work discipline and the sub-variables of work motivation, such as sense of security, supervision, achievement, and acknowledgment. Work discipline is significantly correlated with the work motivation sub-variables of rewards and compensation, supervision, recognition, and social interactions.

Literature Review

Being disciplined means being aware of and ready to follow all workplace policies and relevant social norms. Work discipline is the ability to carry out applicable rules, both written and unwritten, and to not avoid taking consequences if he violates the responsibilities and authority delegated to him. It can be defined as an attitude of respect, obedience, and obedience (Kusumaningrum, 2022). To be able to determine whether a person is disciplined at work or not, it can be seen from employee compliance with applicable regulations, including being punctual and responsible for work, working according to existing procedures, and maintaining work equipment properly. Factors

related to the level of employee discipline are individual factors, work factors, and psychological factors (Nasution, 2018). Psychological factors include perception, attitude, personality, motivation, and learning. Researchers employed job motivation and personal traits associated with work discipline in this study. In order to get the best possible work results, it is crucial to enforce and develop employee work discipline. The correct method, notably raising employee motivation, is needed to persuade staff to follow regulations (Nasution, 2023). Obeying the rules itself is a measuring tool and a reflection of work discipline. Measurement of work motivation can be done by looking at several aspects, one of which is compliance with working hours (Nursalam, 2001). Being disciplined is having a rule-following attitude (Robbins, 1996). Stability, lowering absence rates, and raising workers' feelings of accountability for their work are all goals of motivation. According to the notion presented, motivation and work discipline are closely associated, and motivation can boost work discipline to help organizations reach their objectives and produce their best work. The motivation factor in improving work discipline is something that is very important considering that maximum work results from employees have an impact on achieving organizational goals (Yoesana, 2013).

Methodology

This sort of study uses a cross-sectional study design and is quantitative in nature. The 50 employees that participated in this study make up the population. A non-probability sampling method that does not give each component or member of the population an equal chance of being chosen as a sample utilizing the saturation sampling method was used to choose the respondents. Questionnaires were employed as study instruments by researchers. Data management is then carried out after the questionnaire data has been gathered through five stages: editing, data coding, data scoring, data entering, and data cleaning. Because the three instruments had already been evaluated for validity by prior researchers, the researcher did not perform validity and reliability tests on them for this study. In this study, univariate and bivariate analysis were employed to analyze the data. The SPSS application was used to analyze and further understand the data that was collected. The goal of a univariate analysis is to examine the frequency distribution of each variable, namely the proportion of respondents according to their unique characteristics like age, gender, marital status, and length of service. Further analysis can be done once the features of each variable are determined. The link between the independent (free) variables of work motivation and individual characteristics and the dependent (bound) variable of work discipline was examined using bivariate analysis. Researchers employed the chi-square test with a 95% confidence interval and a significance threshold of 5% in this investigation.

Case studies

Thirty employees have good work discipline, while 16 people have low work discipline, according to the analysis' findings. When 75% of employees are deemed to have followed all applicable organizational rules governing discipline, employee work discipline is said to be high. Therefore, it can be said that there is still a lack of employee job discipline. According to the data that has been collected, there are still many employees who do not adhere to the arrival and return times set forth in the relevant regulations, do not wear uniforms or other official attire as required, and continue to be careless with regard to finger attendance. According to data on employee delays and early returns, there has been an increase in employee delays of more than 7 times every month from January to March. Discipline must first be established and upheld for the firm to succeed in realizing its goals, as it is the key to a company's success in doing so. The results showed that there were 19 employees (41.3%) who had low work motivation. While those who have high work, motivation is as many as 27 employees (58.7%). These results were also proven statistically, namely that there were 8 out of 19 employees who had low work motivation and low discipline (42.1%). Meanwhile, there were 8 out of 27 employees (29.6%) who had high work motivation and low discipline. It has been determined that the p-value is 0.382 after evaluating the chi-square. This demonstrates that there is no meaningful connection between work discipline and motivation for the job. It can be inferred from the findings of study on the subject that there is no substantial correlation between work motivation and work discipline. However, according to

the research findings that have been examined, there are work motivation factors that affect nurses' work discipline in the work motivation variable. These factors are work motivation on the recognition factor, work motivation on the salary or wages factor, and work motivation on the working conditions factor.

In the research results, there were 21 employees (45.7%) who had low motivation for the success factor. While employees who have high motivation for the success factor include as many as 25 nurses (54.3%). These findings are also supported by statistics, which show that 7 out of 21 nurses (or 33.3%) are divided between workers with high work discipline and workers with low work drive and low discipline. 9 out of 25 employees (36.0%) are motivated to work because they have strong success characteristics and little discipline. It has been determined using chi-square testing that the p-value is 0.850. This demonstrates that job motivation, success variables, and work discipline have no discernible link. It follows that most employees who are highly motivated to succeed would exert all of their effort and resources to reach the greatest degree of success, one of which is having a high level of work discipline. The research results show that there are fewer employees who have low motivation on the recognition factor, namely 13 (28.3%), compared to employees who have low motivation on the recognition factor, namely 33 (71.7%).

These results are also proven statistically, namely that 8 out of 13 employees have low work motivation based on low recognition and low discipline factors (61.5%). Meanwhile, there were 8 out of 33 employees (24.2%) who had work motivation based on high recognition and low discipline. It has been determined that the chi-square test's p-value is 0.036. This demonstrates that the recognition factor, work discipline, and work motivation are all significantly correlated. According to the respondents' responses to the questionnaire's statements, almost all of the respondents disagreed with the following three claims: my boss always compliments me when I do good work; I am encouraged to participate in giving opinions during decision-making; and my boss pays attention to what I have to say. In the results of the study, there were 21 employees (45.7%) who had low motivation for the possibility of self-development. While employees who have high motivation for the possibility factor to develop themselves are as many as 25 (54.3%). These results are also proven statistically, namely that employees who have low work motivation due to the possibility factor of low self-development and low discipline are 9 out of 21 employees (42.9%). While those who have work motivation and the possibility factor for self-development are high and discipline is low, there are 7 out of 25 employees (28.0%). It has been determined that the p-value is 0.292 after the chi-square test. This demonstrates that the possibility factor for self-development, work discipline, and motivation for the job have no meaningful relationships.

Based on the study's findings, information was gathered demonstrating that employees with low motivation regarding income or wage were less motivated, numbering 14 (30.4%), compared to employees with strong motivation regarding salary or wage, numbering 32 (69.6%). These results are also proven statistically, namely that employees who have low work motivation due to a low salary or low wages and low discipline are 8 out of 14 employees (57.1%). Meanwhile, there were 8 out of 32 employees (25.0%) who had work motivation based on a high salary or wage and low discipline. It has been determined by chi-square testing that the P value is 0.048. This demonstrates that there is a strong link between work discipline and motivation based on pay or income. Based on their responses to the questionnaire's five statements, which were: "I feel that the monthly salary I am currently receiving meets my needs; in addition to a fixed salary, I receive incentives in kind; I receive a bonus (allowance); education, retirement awards, etc.) are the same as other employees if I excel at work; and I receive adequate health insurance," almost all respondents disagreed with each of these five claims. For employees, salary is an important factor in meeting the needs of themselves and their families. Salary, apart from the function of meeting the basic needs of each employee, is also intended to be a driving force for employees to work enthusiastically. Therefore, management must re-socialize the compensation system that exists in hospitals in order to improve negative perceptions of employees. Management cannot deny that if you want employees who are highly disciplined, they must be able to provide high remuneration and rewards, of course, in accordance with the capabilities and budget of the hospital.

According to research data, there are fewer employees who have low motivation on the working conditions factor, namely 15 employees (32.6%), compared to employees who have high motivation on the working conditions factor, namely 31 employees (67.4%). These results are also proven statistically, namely that employees who have low work motivation due to low working conditions and low discipline are 9 out of 15 employees (60.0%). Meanwhile,

7 out of 31 employees (22.6%) had high work conditions and low discipline. After testing the chi-square, it was found that the P value was 0.012. This demonstrates that job motivation, workplace environment, and work behavior are all significantly correlated. The five statements in the questionnaire "My work environment is comfortable; My work environment is pleasant; My work does not cause stress; The work equipment in the hospital is adequate to support my job; and the computers in the hospital are adequate to support my work" were largely refuted by the respondents.

The research results show that there are fewer employees who have low motivation on the interpersonal relationship factor, namely 10 (21.7%), compared to employees who have high motivation on the interpersonal relationship factor, namely 36 (78.3%). These results are also proven statistically, namely that there are 3 out of 10 employees who have low work motivation based on low interpersonal relations and low discipline factors (30.0%). Meanwhile, 13 of the 36 employees (36.1%) had high work motivation and low discipline. It is known that the p-value is 1 following the chi-square test. This demonstrates that there is no meaningful connection between interpersonal relationship characteristics, job discipline, and work motivation. Therefore, if there are positive interpersonal relations within the company, there will be employee discipline. According to the study's findings, there were 9 employees who were undermotivated in terms of the technical aspects of supervision, or 19.6%, compared to 37 employees who were highly motivated in these areas, or 80.4%. These results are also proven statistically, namely that employees who have work motivation based on technical factors of low supervision and low discipline are 1 out of 9 employees (11.1%). Meanwhile, 15 out of 37 employees (40.5%) had work motivation based on technical factors such as high supervision and low discipline. It has been determined that the chi-square test's p-value is 0.132. This demonstrates that there is no causal connection between work discipline, technical supervisory elements, and work incentive. As a result, it can be inferred from the study's findings that the employees thought highly of the supervision technique's implementation because, according to the head nurse interviewed by the researcher, the technique was implemented on a regular basis and according to a schedule that complied with applicable regulations.

Conclusion

35% of the 46 employees that participated in the study displayed poor work discipline. Meanwhile, 65% of employees exhibit strong work discipline. If 75% of employees are deemed to have followed all applicable discipline requirements, employee work discipline is said to be high. So, it can be concluded that employees still have low work discipline. There were 46% employees who had low motivation for success. There were 28% employees who had low motivation for recognition. 46% employees have low motivation regarding the possibility of developing themselves. There were 30.4% employees who had low motivation regarding salary or wages. There were 33% employees who had low motivation under working conditions. There were 22% employees who had low motivation in interpersonal relationships. There were 20% employees who had low motivation for supervision techniques. Workplace discipline and employee motivation are not significantly correlated. However, there is a strong correlation between work discipline, salary or compensation, recognition, and working circumstances. While motivation, success criteria, the ability to grow personally, interpersonal relationships, and supervisory strategies all significantly influence work discipline.

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